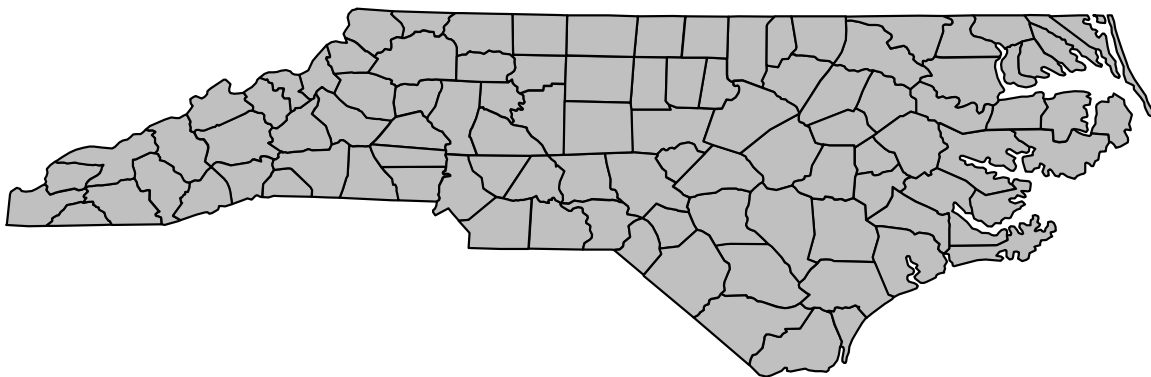


**North Carolina Division of Mental Health, Developmental
Disabilities, and Substance Abuse Services**

**Quarterly Report on
Level 2 and 3 Incidents in Local
Management Entities Catchment Areas**

**State Fiscal Year 2005 - 2006
First Quarter
July 1, 2005 - September 30, 2005**



Prepared by

Quality Management Team
Community Policy Management Section
Division of Mental Health, Developmental Disabilities, and Substance Abuse Services
North Carolina Department of Health and Human Services

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Executive Summary

The reporting of Level 2 and 3 incidents by NCGS 122C licensed facilities (except hospitals) and unlicensed community-based providers of mental health, developmental disability and substance abuse services is a statewide requirement that began July 1, 2003. The task of implementing this process has been taking place at the same time that other major changes are occurring in the manner that local services are being provided and managed. The reporting of these incidents and analysis of incident data is an evolving and continuously improving process.

Interpreting The Data:

Caution should be exercised in interpreting the data provided in this report. Because of the evolving nature of incident reporting, it is difficult to interpret with certainty, at this point in time, the reasons for individual LME and statewide aggregate increases and decreases in the numbers of incidents and the variability in incident rates from LME to LME or from quarter to quarter. **The incident reporting system is showing signs that the data may be beginning to stabilize; however, it has not yet reached the point where the data is considered stable enough to draw conclusions.**

When looking at statewide aggregate data, the number of providers submitting reports and the number of incidents reported statewide have increased over the past two years. This is believed to be the result of better compliance with the reporting requirement as providers have become educated about their responsibility to report incidents and does not mean that the numbers of incidents are increasing. The numbers of providers and reports appear to be leveling off this quarter. More data over time is needed to verify whether this is actually the case or whether this is only a temporary phenomenon.

When looking at data for individual LMEs, the types of incidents, and numbers and rates of incidents reported likely reflects where the LME is in working with providers in its catchment area on incident reporting. Some of the low rates may reflect underreporting. Some of the higher rates may be the result of a single provider reporting a large number of incidents that quarter. As mentioned above, much of the increases over time appear to reflect better reporting compliance rather than an increase in incidents. Some of the decreases may reflect improvements made by LMEs and providers to decrease the occurrence of preventable incidents. At the same time, some of the decreases may be the result of a better understanding of what needs to be reported and may reflect a reduction in unnecessary reporting. Caution should be exercised in interpreting the data.

First Quarter SFY06 Incidents Data Highlights:

Statewide, **866 providers submitted a total of 3,041 Level 2 and Level 3 incident reports for an average of 3.5 reports per provider.** The tables in Section III of this report provide more information about the differences between Level 2 and Level 3 incidents. Of the total incidents reported:

- **2,998 (98.6%) were Level 2 incidents.** 855 (27.3%) of these were related to consumer behavior, 621 (19.8%) involved injuries, 591 (18.9%) involved restrictive interventions, 423 (13.5%) involved allegations of abuse, neglect, or exploitation, 115 (3.7%) were medication errors, 100 (3.2%) were deaths due to terminal illness, natural causes or the cause was unknown at the time of the report, and 424 (13.6%) were other incidents (mostly unplanned consumer absences).
- **43 (1.4%) were Level 3 incidents.** 37 (80.4%) of these were deaths due to suicide, accident, or homicide/violence, five (10.9%) were consumer behavior related (two illegal acts, one suicide attempt, one inappropriate or illegal sexual behavior, and one "other"), two (4.3%) were injuries, and two (4.3%) were abuse allegations.

The rate of total incidents reported statewide was 11.7 per 1,000 active consumers¹. Of this total rate, the rate for Level 2 incidents was 11.5 per 1,000 active consumers, and the rate for Level 3

¹ Active consumers are the average monthly active caseload for the quarter and are calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

incidents was 0.2 per 1,000 active consumers.

Almost two-thirds (65.8%) of the incidents occurred on the provider's premises. 14.0% occurred in the community, 10.1% occurred at the consumer's legal residence, and 10.1% occurred elsewhere or the location of the incident was unknown.

The total number of deaths reported this quarter was 137 for a rate of 0.53 per 1,000 active consumers. Almost three-quarters (73.0%) of these deaths were due to terminal illness, natural causes or causes that were unknown at the time of the report. Accidents accounted for 13.9%, suicide accounted for 10.9%, and homicide/violence accounted for 2.2% of the deaths reported this quarter.

The number of reported incidents involving the use of restraint, seclusion, or isolation was 589, for a rate of 2.27 per 1,000 active consumers. Almost all of these incidents (96.8%) involved the use of physical restraint.

The number of reported injuries requiring treatment by a licensed health care professional was 623 for a rate of 2.40 per 1,000 active consumers. "Trip or Fall" was the most common category representing 30.8% of the total for the quarter, followed by aggressive behavior (19.4%), auto accident (6.1%), and self-injury (6.1%). One-third of the injuries (37.6%) were in the "Other Injury" category.

The number of reported incidents involving allegations of abuse, neglect, or exploitation was 406 for a rate of 1.56 per 1,000 active consumers. Two-thirds (66.3%) of these reported incidents involved allegations of abuse, a little less than one-third (33.0%) involved allegations of neglect, and 5.4% involved allegations of exploitation. 19 incidents involved more than one type of allegation.

The number of reported medication errors was 115 for a rate of 0.44 errors per 1,000 active consumers. Two-thirds (69.6%) of the reported incidents involving medication errors were due to a missed or refused dose, 17.4% involved the administration of the wrong dosage, 8.7% involved the administration at the wrong time, and 4.3% involved the administration of the wrong medication.

The number of reported incidents involving consumer behavior was 860 for a rate of 3.31 incidents per 1,000 active consumers. Almost one-quarter (23.3%) involved "illegal acts by the consumer", 5.5% involved inappropriate or illegal sexual behavior, and 4.5% involved suicide attempts. Two-thirds (66.7%) of the incidents involved "other" consumer behavior (e.g. aggressive or destructive).

The number of "other" reported incidents was 424 which equates to 1.63 incidents per 1,000 active consumers. Unplanned consumer absences over three hours and absences reported to legal authorities accounted for more than four-fifths (84.2%) of these other incidents.

LME Reported Improvement Activities:

LMEs are continuing to devote a lot of attention to provider reporting of incidents. LMEs are looking closely at the numbers of providers that are reporting incidents as well as those that are not reporting incidents, the number of incidents being reported, and the quality of the documentation to make sure that providers are appropriately documenting and reporting incidents that occur.

LMEs are continuing to offer training for providers on incident reporting, seclusion and restraint reporting, and client rights requirements.

LMEs are continuing to incorporate incident reporting into their provider monitoring activities. During monitoring visits, LMEs are reviewing to ensure that providers are documenting, reporting, and addressing incidents at the appropriate level and to ensure that all facilities within the provider's system of services are reporting incidents and making system-wide improvements when indicated.

LMEs are also looking at patterns and trends to identify opportunities for improvement and are providing technical assistance when needed to ensure that appropriate action is being taken. Opportunities for improvement that have been identified and addressed by LMEs this quarter include internal consolidation of functions, collaboration between LME's, DFS, and DSS, better communication with other LMEs, and incident reporting as a standard agenda topic during monthly provider meetings. This helps address any confusion providers may have.

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Introduction

Purpose

As required by 10A NCAC 27G .0601 through .0609, Local Management Entities (LMEs) are responsible for receiving, reviewing and responding to Level 2 and Level 3 Incident Reports from Category A (NCGS 122C licensed facilities, except hospitals) and Category B (unlicensed community-based) providers of mental health, developmental disability and substance abuse services in their catchment areas. Service providers submit these reports to LMEs which analyze this collected information as part of their quality management efforts and report summarized information each quarter to the Division of Mental Health, Developmental Disabilities and Substance Abuse Services.

The reporting and analysis of information on critical incidents are an important part of any effort to manage the quality of care being delivered. This statewide report is meant to support local efforts in improving the quality of care being delivered. We hope the information in this report will provide a useful overview of the numbers and types of critical incidents being reported across the community system in North Carolina.

Evolving Nature of Incident Reporting

The statewide reporting of critical incidents is an evolving process. The process of deciding how best to report, summarize, and share this collected information continues to change over time as a better understanding of the issues is gained.

In an effort to ensure appropriate response to incidents and statewide consistency in what is reported, a workgroup of state, LME, and provider staff developed a three-tiered incident response and reporting system*, including a new incident reporting form (DHHS Incident and Death Form QM02) to document and report incidents effective October 1, 2004. As part of this new system, LMEs began using a new quarterly incident report (Level 2 and 3 Incidents Quarterly Report Form QM13) beginning the second quarter of SFY 2005 to provide summary data and a trend analysis to the Division.

Both forms and their associated instructions can be found on the Division's website at <http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm>. The Division will continue to work with LMEs to refine what should be reported to enhance the usefulness of incident reporting as a quality management tool.

This is the ninth statewide quarterly report summarizing this information. Prior reports can be found on the Division's website at the above internet address. This quarter's report reflects the results of using the new reporting forms.

Please give us feedback! We welcome your suggestions on how we can make this report more useful and more relevant to your questions and concerns. Our address, email, and phone number are on the last page of the report. Thank you in advance for your feedback.

Organization and Content

This report is organized into three sections. The first section of the report provides charts and graphs summarizing statewide aggregate data on Level 2 and Level 3 incidents.

The second section of the report summarizes the findings of LMEs with regard to their own analyses of the data, highlighting common areas of concern and some of the quality improvement activities being undertaken.

The third section of the report provides detailed data on Level 2 and Level 3 incidents by LME and statewide. For each type of incident, the number of incidents and the rate per 1,000 active consumers are provided in separate tables for Level 2 and 3 incidents combined, for Level 2 incidents, and for Level 3 incidents.

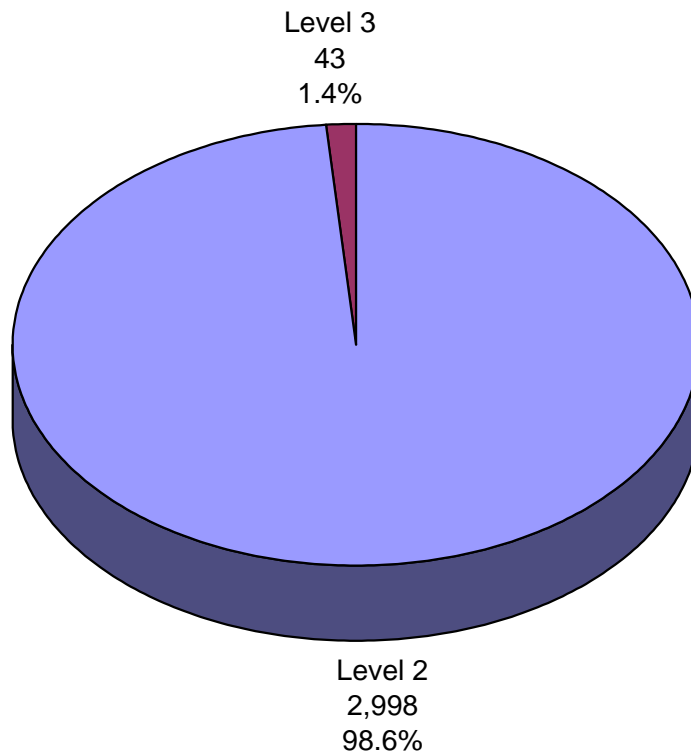
* **Level 3 incidents** are adverse events that result in death, permanent physical or psychological impairment to a client or to others caused by a client, or threat to public safety caused by a client. **Level 2 incidents** are adverse events that result in a threat to a client's health or safety or a threat to the health or safety of others due to the client's behavior and that do not meet the definition of a Level 3 incident. **Level 1 incidents** are unusual or adverse events that do not meet the definition of a Level 2 or 3 incident and are handled by providers' internal QM processes.

I. Summary Graphs and Charts of Statewide Data

Level 2 and 3 Incidents Reported Statewide By Level of Incident First Quarter 2006

Statewide, a total of 3,041 Level 2 and Level 3 incident reports were received for the fourth quarter. 98.6% (2,998) were Level 2 incidents and 1.4% (43) were Level 3 incidents¹.

The statewide average rate of Level 2 and Level 3 incidents (combined) for this quarter was 11.7 incidents per 1,000 active consumers². The rate for Level 2 incidents was 11.5 incidents per 1,000 active consumers, and the rate for Level 3 incidents was 0.2 incidents per 1,000 active consumers.



1. The definitions of Level 2 and Level 3 incidents are provided in 10A NCAC 27G .0602. In general:

Level 2 includes any incident that involves a threat to a consumer's health or safety or a threat to the health or safety of others due to consumer behavior.

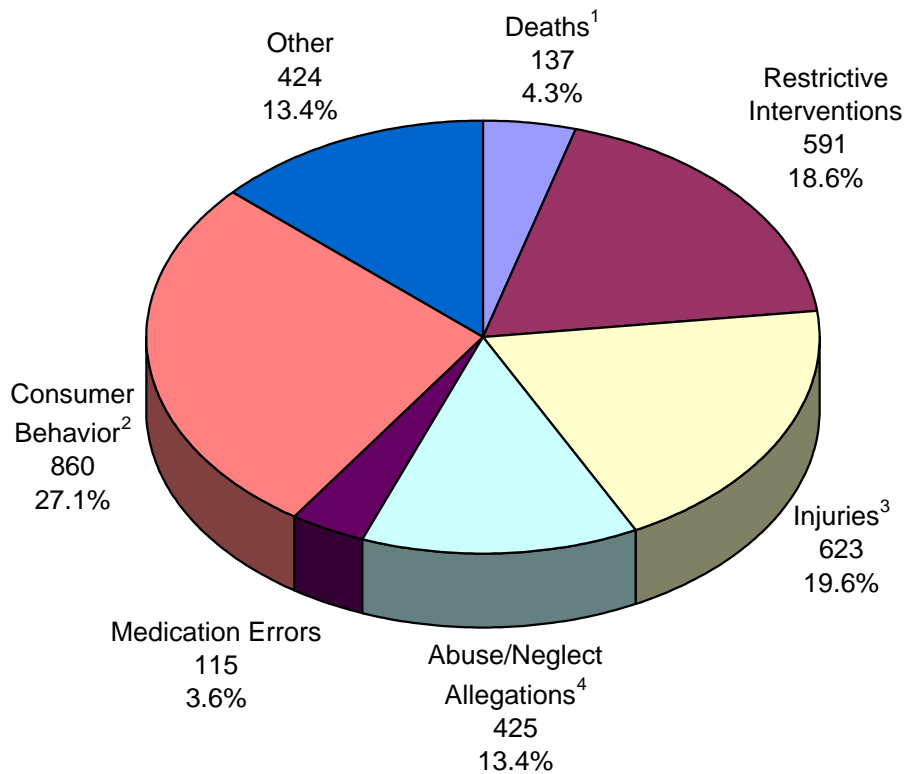
Level 3 includes any incident that results in (1) a death or permanent physical or psychological impairment to a consumer, (2) a death or permanent physical or psychological impairment caused by a consumer, or (3) a threat to public safety caused by a consumer.

The tables in Section II of this report provide additional details on these types of incidents.

2. **Active consumers** are the average monthly active caseload for the quarter and are calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Level 2 and 3 Incidents Reported Statewide By Type of Incident First Quarter 2006

Statewide, a total of 3,175 Level 2 and Level 3 incidents were reported for the fourth quarter. **27.1% were consumer behavior related** (suicide attempt, inappropriate or illegal sexual behavior, illegal acts by the consumer, or other aggressive or destructive behavior); **18.6% involved restrictive interventions** (the use of physical restraints, isolation, or seclusion); **19.6% involved injuries** (as a result of aggressive behavior, self-injury, trip or fall, auto accident, or other cause); **13.4% involved allegations of abuse, neglect or exploitation**; **4.3% involved deaths**; **3.6% involved medication errors** (wrong dosage, wrong medication, wrong time of administration, or missed/refused dose); and **13.4% were categorized as "other"** (suspension from services, expulsion from services, unplanned consumer absence over 3 hours or reported to legal authorities, or fire). Further information about the number and percentage of incidents for each type is provided in subsequent charts and tables in this report.



1. 37 deaths were Level 3 incidents (due to suicide, accident, homicide/violence), and 100 deaths were Level 2 incidents (due to terminal illness, natural or the cause was unknown at the time the death was reported).

2. 5 consumer behavior incidents, a suicide attempt and two illegal acts, were Level 3 incidents (resulting in permanent physical or psychological impairment, arrest of consumer, or public scrutiny), and the remaining 855 incidents were Level 2 incidents.

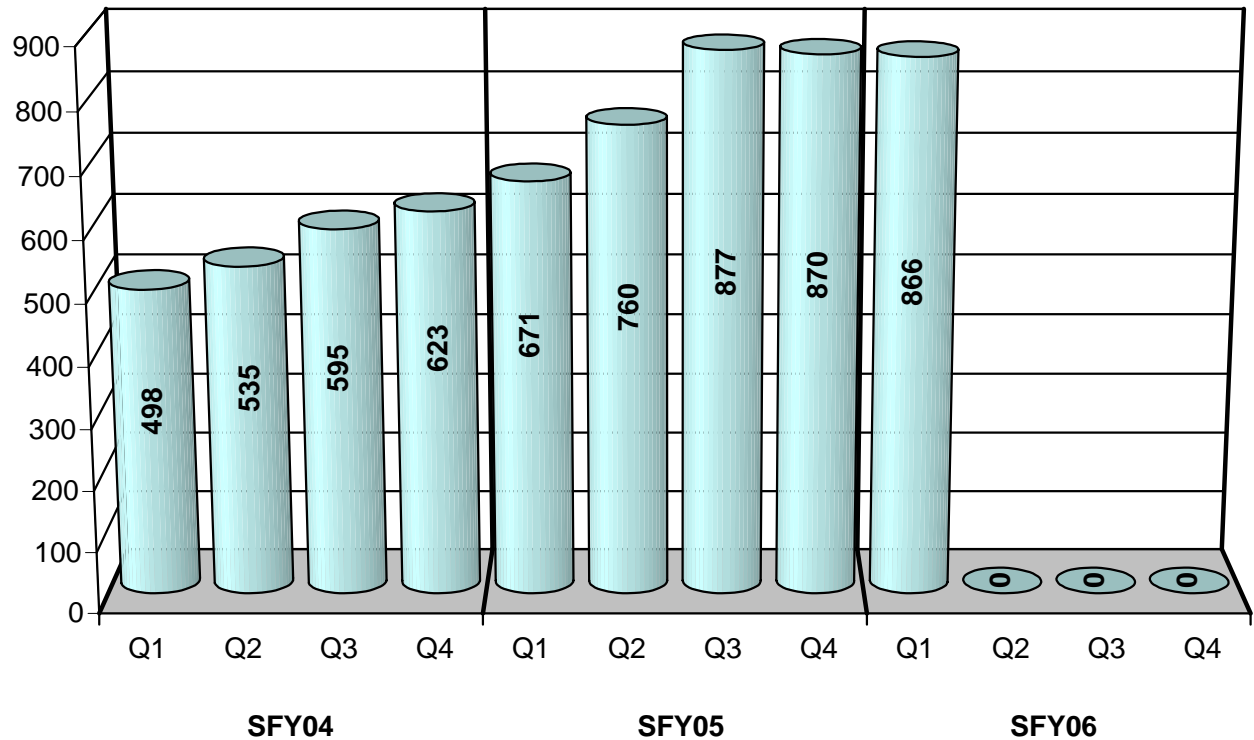
3. 2 injuries were Level 3 incidents (resulting in permanent physical or psychological impairment), and the remaining 621 incidents were Level 2 incidents.

4. 2 abuse/neglect allegations were Level 3 incidents (resulting in permanent physical or psychological impairment or arrest), and the remaining 423 allegations were Level 2 incidents.

Number of Providers Statewide Submitting Level 2 and Level 3 Incident Reports SFY2004 -SFY2006

This graph shows the number of providers that have submitted Level 2 and/or Level 3 incident reports each quarter since July 2003 when the requirement for incident reporting became effective. The number of providers submitting incident reports increased each quarter for the first seven quarters. This reflects increased compliance with the reporting requirement that resulted from LMEs providing training and technical assistance on incident reporting and providers becoming educated about their responsibility to report incidents. Over the last three quarters the numbers of providers submitting incident reports has leveled off.

During the first quarter of SFY2006, a total of 866 providers submitted incident reports.

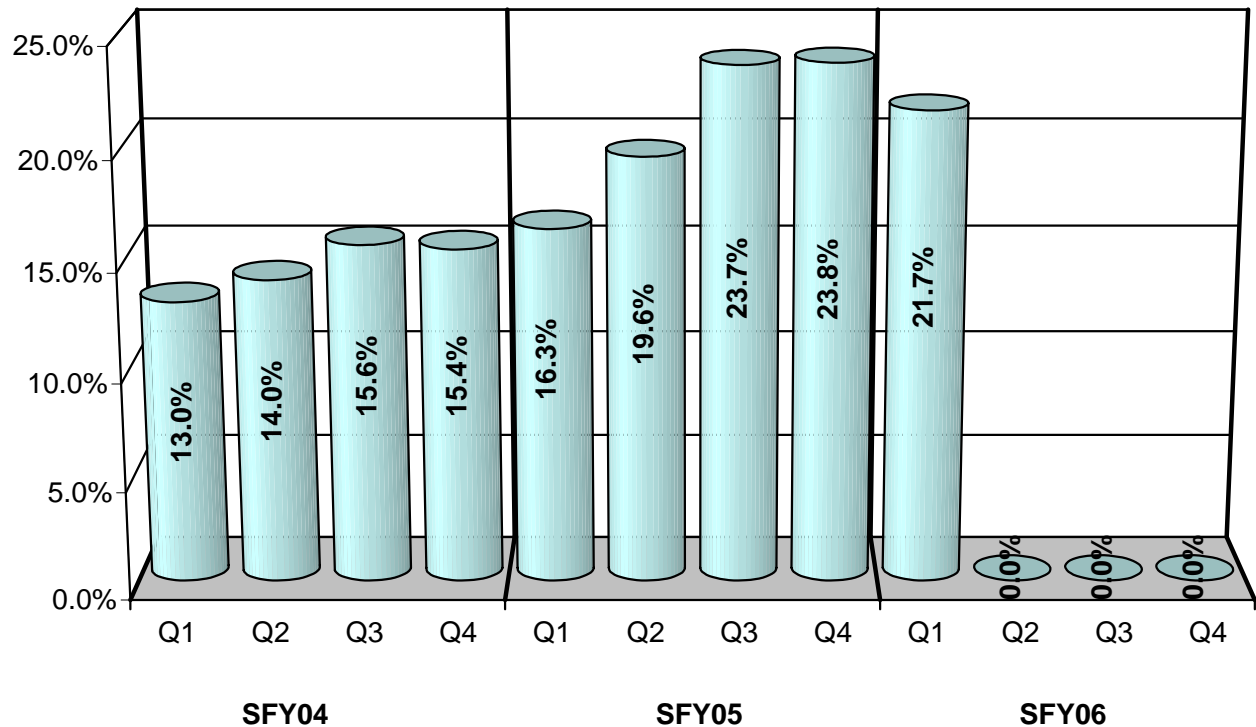


Percent of Licensed Providers Submitting Level 2 and Level 3 Incident Reports SFY2004 - SFY2006

This graph shows the percentage of licensed providers that have submitted Level 2 and/or Level 3 incident reports each quarter since July 2003 when the requirement for incident reporting became effective. Both licensed and unlicensed providers are required to report Level 2 and Level 3 incidents. Until statewide information is readily available on the number of unlicensed providers serving consumers of MH/DD/SA services, comparing the number of providers that submitted Level 2 and Level 3 incident reports against the numbers of licensed providers in a catchment area provides some insight into the degree of reporting by providers. Low percentages of providers reporting may indicate inadequate reporting of incidents.

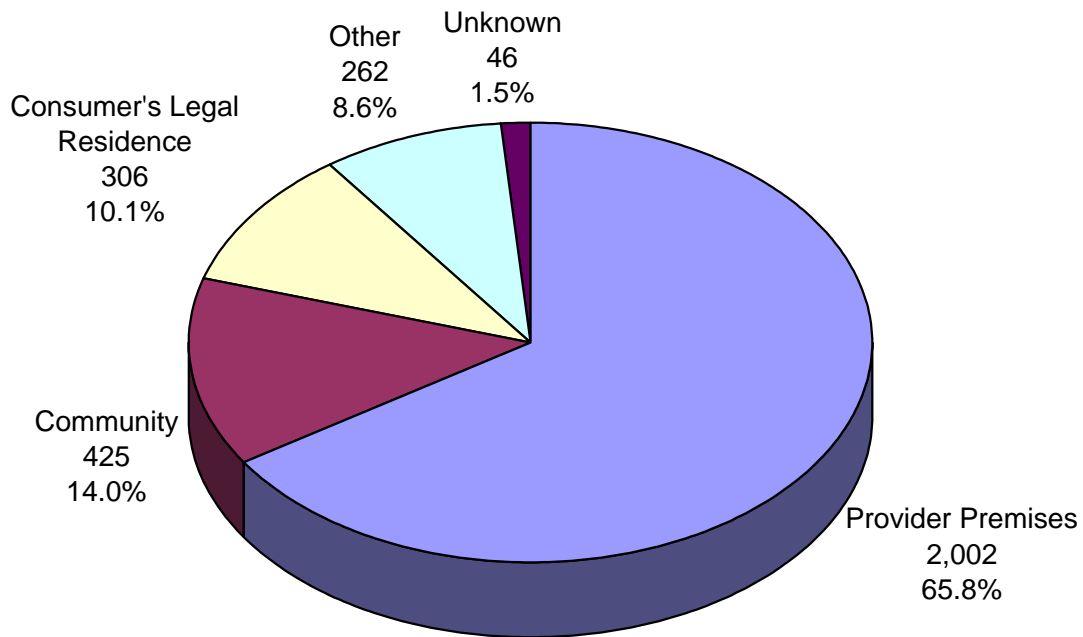
During the first two years of incident reporting, the percentage of licensed providers submitting incident reports increased each quarter. This reflects increased compliance with the reporting requirement that resulted from LMEs providing training and technical assistance on incident reporting and providers becoming educated about their responsibility to report incidents.

During the first quarter of SFY2006, the equivalence of 21.7% of licensed providers submitted incident reports. This is a 2.1% decrease from the prior quarter. It should be noted that the number of licensed providers reporting an incident decreased by only 0.5% from the prior quarter. Most of this decrease was due to a 9.2% increase in the number of licensed providers during the quarter.



Level 2 and 3 Incidents Reported Statewide By Location of Incident First Quarter 2006

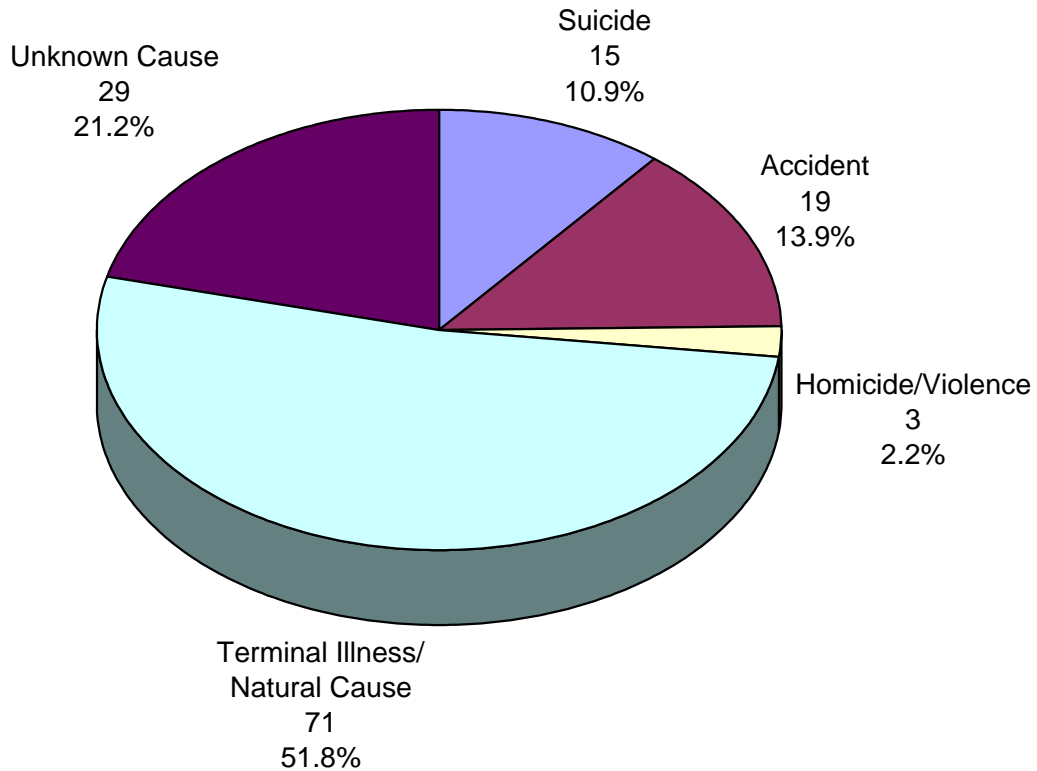
Statewide, almost two-thirds (65.8%) of the Level 2 and Level 3 incidents reported for the first quarter occurred on the provider's premises; 14.0% occurred in the community; 10.1% occurred at the consumer's legal residence; and 10.1% occurred elsewhere or the location of the incident was unknown.



It should be noted that providers must report incidents that occur while a consumer is under their care. Therefore, the location of the incident will likely reflect the location where the service is provided. Services that are facility or office-based will likely report that the incident occurred on the provider premises. Services that are community-based will likely report that the incident occurred away from the provider premises.

Deaths Reported Statewide By Cause First Quarter 2006

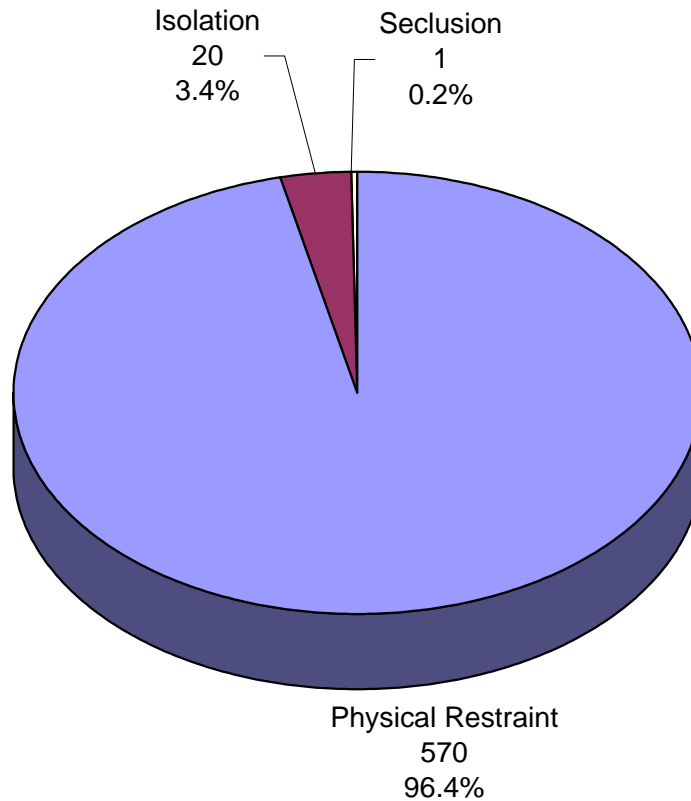
A total of 137 deaths were reported statewide this quarter for a rate of 0.53 per 1,000 active consumers¹. Almost three-quarters (73.0%) of the deaths were due to terminal illness, other natural causes, or the cause was unknown at the time the death was reported. Accidents accounted for 13.9%, suicide accounted for 10.9%, and homicide/violence accounted for 2.2% of the deaths reported this quarter.



1. Active consumers are the average monthly active caseload for the quarter and are calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Incidents Involving Restrictive Interventions First Quarter 2006

Statewide, 589 incidents¹ involving the use of restrictive interventions (restraint, seclusion, or isolation) were reported this quarter for a rate of 2.27 incidents per 1,000 active consumers². All of the incidents reported were Level 2 incidents. There were no Level 3 incidents reported involving restrictive interventions. Almost all of the reported incidents (96.4%) involved the use of physical restraint.

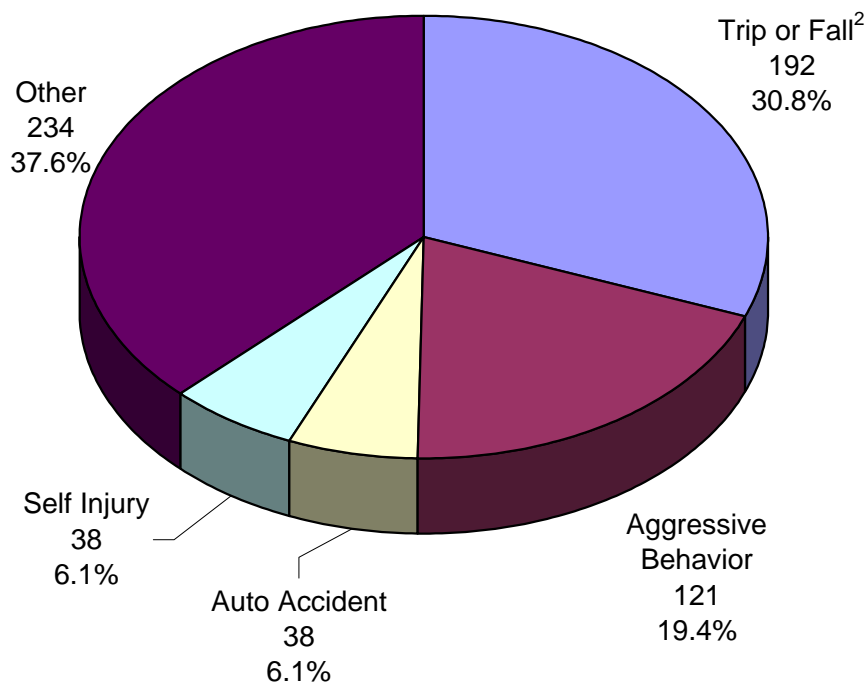


1. Two of these incidents involved the use of two types of restrictive intervention.

2. Active consumers are the average monthly active caseload for the quarter and are calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Consumer Injuries Reported First Quarter 2006

Statewide, 623 injuries requiring treatment by a licensed health care professional were reported this quarter for a rate of 2.40 incidents per 1,000 active consumers¹. 621 (99.7%) of the incidents involving injuries that were reported this quarter were Level 2 incidents; 2 (0.3%) were Level 3 incidents. Trips or Falls represented 30.8% of the total for the quarter, aggressive behavior accounted for 19.4%, auto accident was 6.1%, and self-injury was 6.1%. "Other" injury made up a little more than a third (37.6%) of the reported incidents.

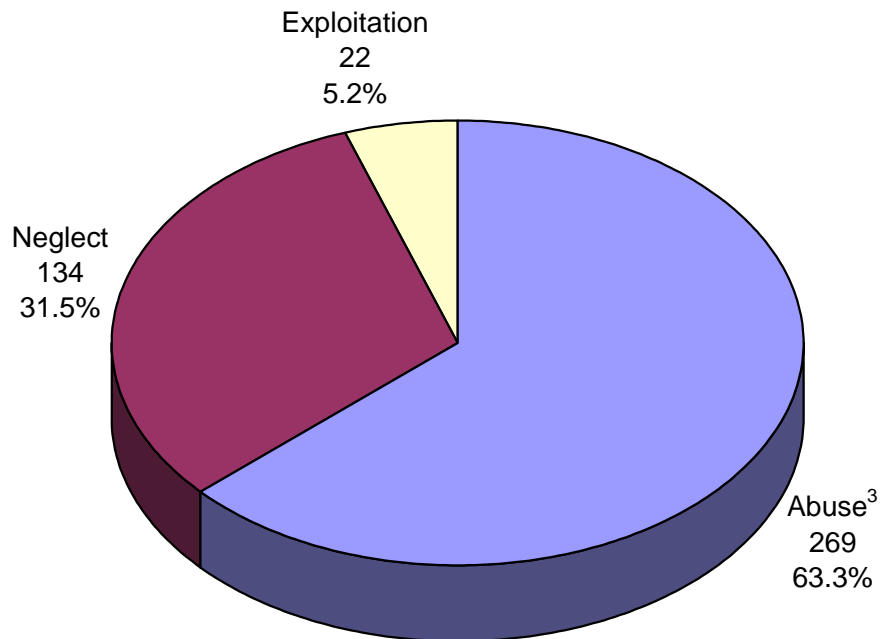


1. Active consumers are the average monthly active caseload for the quarter and are calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

2. Two consumer injuries that were due to "Trip or Fall" were Level 3 incidents (resulted in permanent physical or psychological impairment). The remaining 190 injuries in this category were Level 2 incidents.

Allegations of Abuse, Neglect, or Exploitation Reported First Quarter 2006

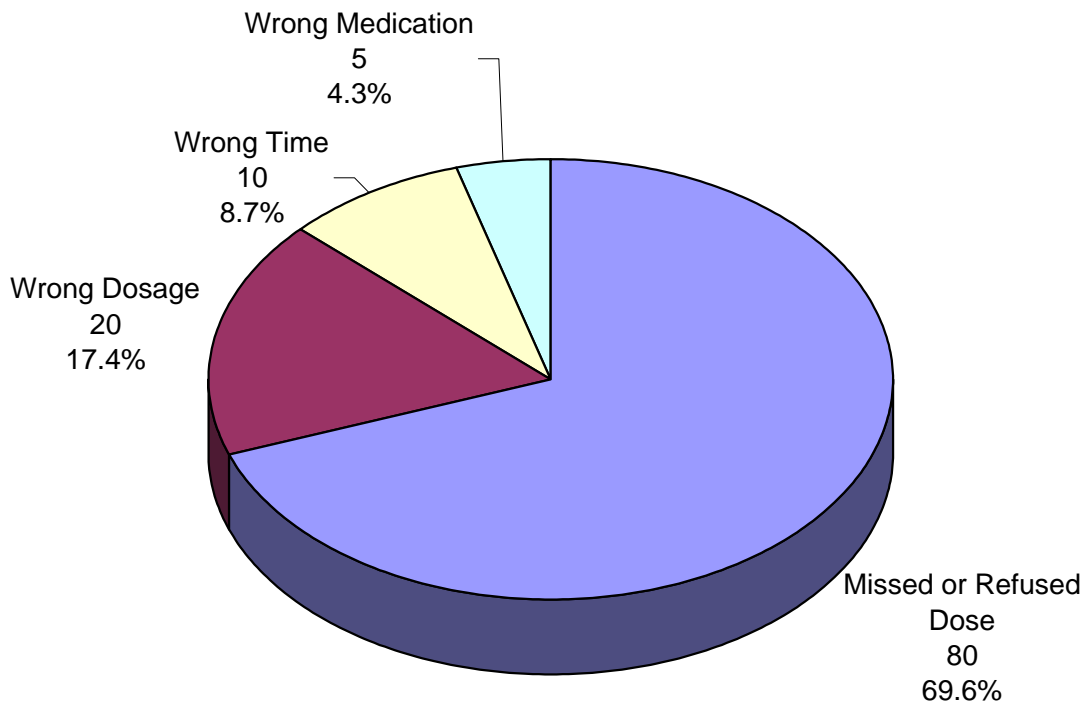
Statewide, 406 allegations¹ of abuse, neglect, or exploitation were reported this quarter for a rate of 1.56 incidents per 1,000 active consumers². 404 (99.5%) of the incidents involving allegations of abuse, neglect, or exploitation reported this quarter were Level 2 incidents; 2 (0.5%) were Level 3 incidents. Almost two-thirds (66.3%) of the reported incidents involved allegations of abuse, almost one-third (31.5%) involved allegations of neglect, and 5.2% involved allegations of exploitation.



1. 19 incidents involved more than one type of co-occurring allegation (e.g. abuse and neglect).
2. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.
3. Two allegations of abuse were Level 3 incidents. The remaining 267 allegations were Level 2 incidents.

Medication Errors Reported First Quarter 2006

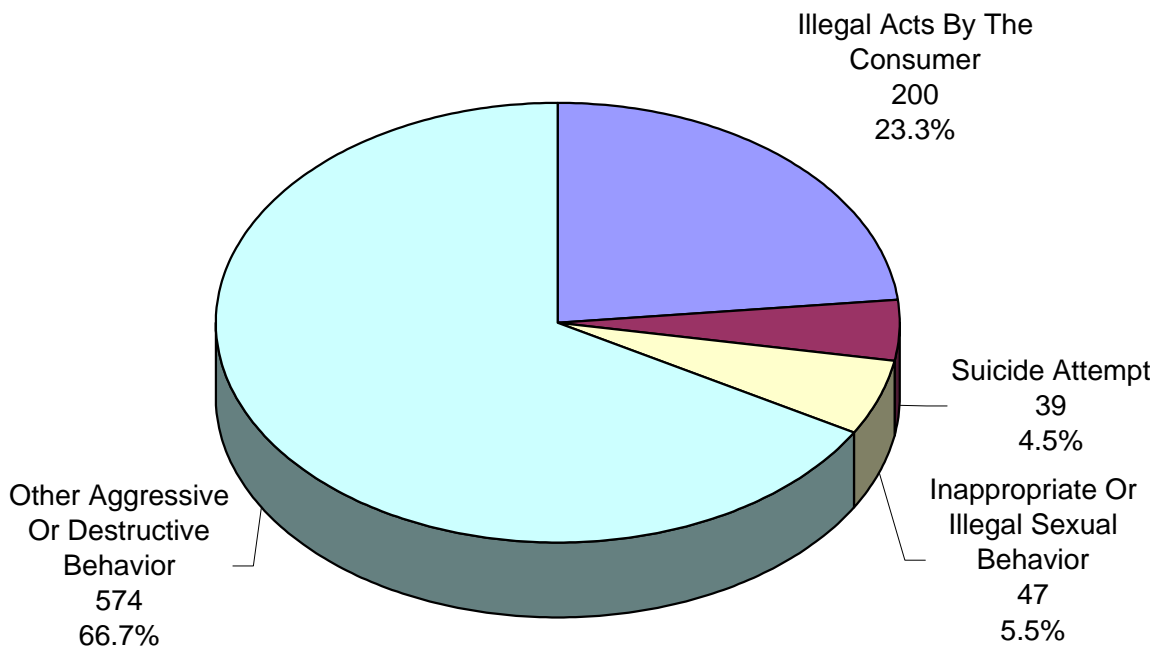
Statewide, 115 incidents involving medication errors were reported this quarter for a rate of 0.44 incidents per 1,000 active consumers¹. All of the incidents involving medication errors reported this quarter were Level 2 incidents. Slightly more than two-thirds (69.6%) involved a missed or refused dose, 17.4% involved the administration of the wrong dosage, 8.7% involved the administration of the medication at the wrong time, and 4.3% involved the administration of the wrong medication.



1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Incidents Involving Consumer Behavior Reported First Quarter 2006

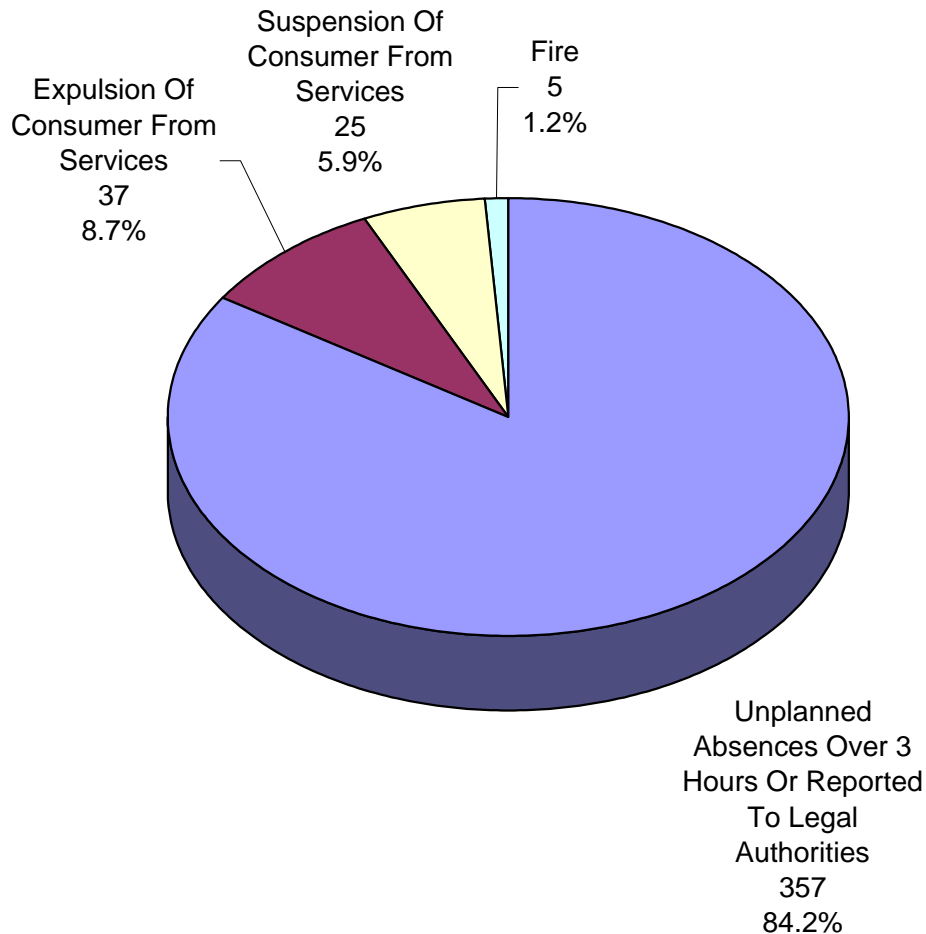
Statewide, 860 incidents involving consumer behavior were reported this quarter for a rate of 3.31 incidents per 1,000 active consumers¹. There were five (5) Level 3 incidents reported this quarter involving two illegal acts by the consumer, one suicide attempt, one inappropriate sexual behavior, and one "other" aggressive or destructive behavior. The remaining incidents were Level 2 incidents. Almost one-quarter (23.3%) of the reported incidents involved "illegal acts by the consumer", 5.5% involved inappropriate or illegal sexual behavior, and 4.5% involved suicide attempts. Two-thirds (66.7%) involved "other aggressive or destructive behavior".



1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Other Incidents Reported First Quarter 2006

Statewide, 424 "other" types of incidents were reported this quarter for a rate of 1.63 incidents per 1,000 active consumers¹. All of these incidents were Level 2 incidents. Unplanned consumer absences for more than three hours and absences reported to legal authorities accounted for more than four-fifths (84.2%) of these incidents. Expulsion of the consumer from services accounted for 8.7%, suspension of the consumer from services accounted for 5.9%, and fires accounted for 1.2% of these other incidents.



1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

II. Local Management Entities Identified Trends

Summary of Trends Reported

One of the purposes of reporting data on incidents each quarter is to identify trends and patterns across the state that provide shared opportunities for improvement. Common trends across Local Management Entities (LMEs) may indicate opportunities for LMEs to learn from each other. They may also point to issues that need to be addressed systematically statewide, either by the Division or with the help of the NC Council of Community Programs.

The table below lists patterns identified by LMEs during the first quarter of SFY05 - 06. Providers appear to be actively participating in various trainings dealing with incident reporting, as well as various improvement activities.

	Identified Trends	Number (Percent) of LMEs Citing This Issue (27 total)
Compliance	Increased reporting of incidents/providers reporting	12 (45%)
	Decreased reporting of incidents	5 (19%)
	Late, under- and inaccurate reporting	6 (22%)
	No significant change in reporting	1 (4%)
Patterns of Incidents	Increase in abuse/neglect allegations	7 (26%)
	Decrease in abuse/neglect allegations	3 (11%)
	Decreased report of consumer deaths	2 (8%)
	Increased incidents involving illegal behavior of consumer	3 (11%)
	Increased use of restrictive interventions	6 (22%)
	Decreased use of restrictive interventions	1 (4%)
	Increase in medication errors	2 (8%)
	Decrease in AWOL's	2 (8%)
	Increase in AWOL's	2 (8%)
	Increase in consumer injury	4 (15%)
	Decrease in suicide attempts	1 (4%)

Actions and Improvements	Making decisions on training needs based on trends	4 (15%)
	Making decisions on monitoring needs based on trends	11 (41%)
	Staff retrained due to allegation of neglect	1 (4%)
	Staff suspended/fired	1 (4%)

Examples of Trend Analysis Reported

The LME reports cited below provide an overview of how LMEs are identifying and responding to patterns in critical incidents. Excerpts from these reports are included because they provide good examples of (1) providers' compliance with the reporting process; (2) identification of patterns/trends; and (3) actions being taken in response to trends.

The LMEs that have been identified in this report have given permission to identify them.

Reporting Compliance

Improved Reporting:

Pitt Mental Health	There were two providers who received individual technical assistance trainings to assist with training newly hired and existing staff on the incident reporting requirements. As a result of these required corrective action plans and technical assistance monitoring, we have seen an improvement in reporting time requirements and overall improvement in the content of the reported incident. There is definitely a marked improvement in the incident reporting arena over the past year and continued focus on overall compliance is an ongoing process.
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Reporting Problems:

Guilford Center	In looking at numerous Incident & Death Reports and talking with providers, it has become my belief that many providers are incorrectly responding "yes" to the question: "Is the use of restrictive intervention part of the consumer's Individual Service Plan?" In talking with providers, there seems to be a lack of understanding of what the state rules require from the provider in order for it to be a part of the Individual Service Plan.
Southeastern Center	It is difficult to determine whether peer reviews are occurring within 24 hours of consumer deaths, as it is not being documented on the incident report form.

Southeastern Regional	Reports are being submitted late. Reports are being turned in with incomplete information, i.e., dx not being completely written out, medical information missing from Emergency Department visits, consumer status information missing and reports written on wrong forms.
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Identified Trends And Actions Taken

Training(s) and Technical Assistance Based on Identified Problems:

LMEs continue to address reporting compliance problems by offering trainings and monitoring for their providers. Most trainings focus on critical incident reporting requirements, incident-death reporting training, client rights, level of incidents, having all staff attend trainings, and seclusion and restraint reporting. Highlights include:

Program B	In the next quarter, a "refresher course" on Incident Response is planned to assist providers to gain further understanding of reporting requirements. After the reporting system has been in place for a year and providers have had an opportunity to implement internal processes such as training may clarify issues that would prevent incorrect or inadequate reporting.
Crossroads Behavioral Healthcare	Will continue to provide technical assistance to providers on proper incidents to report as Level II. Will also monitor Level I Quarterly reports to see if reduction of Level II Restrictive Interventions led to an increase in Level I Restrictive Interventions.
O-P-C	Incident Reporting training has been scheduled for the end of October. The training will include representatives from DSS and the Health Care Personnel Registry who will speak about their reporting requirements/processes. These agencies were invited after it was noted that several providers seemed to be unfamiliar with the requirements regarding the reporting of abuse/neglect allegations.
Pitt Mental Health	Due to an overall increase in reported restrictive interventions, we are in the process of working with the Area Health Education Center to assist in providing quality training in the area of verbal de-escalation and alternative techniques.
Southeastern Regional	As a result of incident reviews, visits were scheduled for two providers to offer technical assistance and/or training in incident reporting.

Monitoring Scheduled Based on Identified Problems:

Program A	<p>Continued monitoring with the Service Analysts to identify providers that may be underreporting incidents.</p> <p>Continued monitoring of "other consumer behavior".</p>
Program C	<p>Closer monitoring of consumers has been implemented and an additional staff person is currently being considered in ASTR.</p>
Neuse Center	<p>It has been noticed that one residential provider continues to not submit any critical incident reports, or do they have any Level I incidents on their quarterly reports. This seems quite unusual for a Level 3 residential provider. The lack of reporting by this provider has triggered monitoring visits in the past that led to no evidence being found of the provider not reporting. However, the continuation of non-reporting by this provider has triggered the need for another monitoring visit that will take place this quarter.</p> <p>The LME continues to monitor all providers in regards to reporting compliance of critical incidents.</p>
O-P-C	<p>Issues noted during review of incident reports (search & seizure, supervision, client rights) were incorporated into follow-up monitoring previously scheduled with provider.</p> <p>Clinical Specialist conducted follow-up with provider after it was noted that several incidents involved aggressive consumer behavior and multiple contacts with law enforcement; clinical specialist conducted follow-up after it was noted that several incidents involved staff engaging in "power struggles" with consumers.</p>
Southeastern Center	<p>Incident reports will continue to be monitored during routine monitoring visits. The monitoring visits will also begin to look at the peer review part of the death reviews.</p>

Improvement Activities

Program A	<p>A spreadsheet has been developed to track allegations of abuse/neglect that have been reported to DSS so that the Clinical Risk Manager can follow up on DSS's investigations and outcomes.</p> <p>The Risk Management Subcommittee comprised of the Consumer Affairs & Community Services Director, Risk Management Attorney, Clinical Director, and Clinical Risk Manager continues to meet monthly to review all Level III incidents and any Level II deaths.</p>
Program B	<p>A database has been completed for basic quantitative information for specific incident information. At present, further enhancements are being made to the database to allow more specific information to be collected for evaluation of trends.</p>

Program D	<p>All incidents and complaints continue to be filed utilizing a numerical system that ensures confidentiality of each provider and consumer. That information is housed in a secure area and is accessed only by the Consumer Rights Officer or Consumer Rights Specialist. Consultation occurs regarding number of events and reporting requirements with each Provider Affairs specialist prior to compliance monitoring.</p> <p>All data regarding adverse events and complaints continue to be reported monthly to the Consumer Family Advisory Committee, The Consumer Rights Committee, The Executive Leadership Team and others as requested.</p>
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Future Action Plans

Program E	<p>Two counties merged with Program E on July 1, 2005. The increase in the number of incidents reported is a direct result of this merger. Quality Management staff will follow up with the Service Management Department to determine if there are placement/staffing concerns. Previous AWOL reports submitted by providers in the two counties will be reviewed by Quality Management staff to determine if there are trends noted. Service Management Department will be consulted regarding placement/staffing issues to determine if additional support is required and/or if placement is appropriate.</p>
Five County Mental Health Authority	<p>All abuse/neglect allegations are reviewed by the QM Committee, Clinical Director and the Human Rights Committee. The Human Rights Committee will review all restrictive interventions, suspension/expulsions from services or any other human rights issues. The committee will review the investigation of the Level III incident and the corrective action plan submitted by the case management agency.</p>
Guilford Center	<p>Quality Improvement Specialist and Consumer Rights Coordinator will coordinate in providing training and education in this area.</p> <p>Quality Improvement Specialist will follow-up with providers who indicate that restrictive intervention was part of the Individual Service Plan.</p>
New River	<p>After analyzing the trends from the year 2005, we see that New River has a higher number of suicides than most other LME's in the state. New River's Quality Management Team will make the study of suicides in our area a Quality Management Project with the goal being the reduction of suicides throughout the catchment area.</p> <p>We also see, by looking at quarterly aggregate reports, that medication errors in several facilities are excessive, as are trips and falls. High numbers of medication errors will continue to be a trigger for at least a targeted monitoring, as will a high number of trips and falls.</p>

Smoky Mountain Center	<p>We plan to apply the “site” concept of the endorsement model to gain further clarity with regard to non-facility based (i.e., community-based) services. Provider reporting on p. 3 of the incident report form frequently does not adequately identify the location of the site associated with the service. Even in the case of a facility-based service, sometimes a corporate address is listed rather than the address of the facility. We will educate our providers and work to improve reporting in this area.</p>
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III. Detailed Data (By Local Management Entity and Statewide)

**Table 1 - Number of Providers and Percentage of Licensed Providers Submitting Incident Reports
(First Quarter State Fiscal Year 2005 - 2006)**

Both licensed and unlicensed providers are required to report Level 2 and Level 3 incidents. Until statewide information is readily available on the number of unlicensed providers serving publicly funded consumers of MH/DD/SA services, comparing the numbers of providers who submitted Level 2 and Level 3 incident reports against the numbers of licensed providers in a catchment area provides some insight into the degree of reporting by providers and how widespread critical incidents are. Low numbers of providers reporting relative to the number of licensed providers in a catchment area may point to inadequate reporting of incidents. More study over time will be needed to assess this.

The number of providers reporting Level 2 and Level 3 incidents relative to the number of licensed providers ranged from a low of 4.3% to a high of 49.5% with a statewide average of 21.7%.

LME	Number of Providers Submitting Level 2 and 3 Incident Reports			Maximum Number of Reports for a Single Provider	Unduplicated Providers Submitting Reports as a Percentage of Total Licensed Providers in Catchment Area	MH Licensed Providers in Catchment Area			
	Level 2	Level 3	Level 2 or 3 (Unduplicated)			Total Licensed Providers in Catchment Area	Residential Providers	Non-Residential Providers	ICF-MR Providers
Alamance-Caswell-Rockingham	21	0	21	8	16.8%	125	97	21	7
Albemarle	7	1	7	6	13.0%	54	28	21	5
Catawba	10	0	10	6	18.9%	53	31	17	5
Centerpoint	27	1	27	8	22.5%	120	83	26	11
Crossroads	24	1	4	18	4.3%	94	49	34	11
Cumberland	82	1	82	20	37.1%	221	181	29	11
Durham	21	1	21	14	14.1%	149	111	25	13
Eastpointe	25	0	25	18	12.3%	203	156	29	18
Five County	21	1	21	14	22.6%	93	65	19	9
Foothills	20	0	20	4	17.5%	114	69	34	11
Guilford	40	3	41	12	17.1%	240	193	32	15
Johnston	11	0	11	8	21.2%	52	37	10	5
Mecklenburg	70	2	70	98	21.8%	321	253	38	30
Neuse	16	0	16	7	26.7%	60	38	15	7
New River	20	3	22	7	26.8%	82	37	33	12
Onslow-Carteret	11	2	13	14	16.7%	78	51	22	5
OPC	24	2	25	4	29.4%	85	55	20	10
Pathways	72	1	73	14	29.7%	246	194	34	18
Piedmont	38	3	41	27	14.1%	290	213	57	20
Pitt	26	0	26	9	33.8%	77	53	16	8
Roanoke-Chowan	14	1	15	5	38.5%	39	24	14	1
Sandhills	74	2	75	19	30.6%	245	167	56	22
Smoky Mountain	21	0	21	11	29.2%	72	44	23	5
Southeastern Center	43	3	46	17	49.5%	93	56	28	9
Southeastern Regional	29	0	29	16	20.4%	142	90	41	11
Tideland	11	0	11	7	17.5%	63	35	20	8
Wake	31	2	33	3	12.0%	276	220	36	20
Western Highlands	33	0	33	19	17.4%	190	120	52	18
Wilson-Greene-Edgecombe-Nash	27	2	27	42	22.3%	121	97	17	7
All LMEs Reporting	869	32	866	98	21.7%	3,998	2,847	819	332
Minimum					4.3%				
Median					21.2%				
Maximum					49.5%				

Table 2 - Number of Providers and Percentage of Licensed Providers Submitting Incident Reports and Average Number of Reports Per Provider

The number and percentage of reporting providers and average number of incident reports per provider provides some insight into the level of reporting and of how concentrated the incidents are by provider.

The number of providers that submitted reports remains level this quarter. The average number of reports per provider ranged between 1.4 and 22.3 this quarter, with the statewide average being 3.5.

LME	Number of Unduplicated Providers Submitting Level 2 and/or Level 3 Incident Reports				Unduplicated Providers Reporting as a Percentage of Total Licensed Providers in Catchment Area				Average Number of Reports per Provider Filing Reports			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	21				16.8%				1.7			
Albemarle	7				13.0%				2.7			
Catawba	10				18.9%				2.2			
Centerpoint	27				22.5%				4.1			
Crossroads	4				4.3%				22.3			
Cumberland	82				37.1%				2.9			
Durham	21				14.1%				3.3			
Eastpointe	25				12.3%				3.6			
Five County	21				22.6%				3.4			
Foothills	20				17.5%				1.5			
Guilford	41				17.1%				2.5			
Johnston	11				21.2%				2.7			
Mecklenburg	70				21.8%				6.1			
Neuse	16				26.7%				2.1			
New River	22				26.8%				2.2			
Onslow-Carteret	13				16.7%				2.5			
OPC	25				29.4%				1.4			
Pathways	73				29.7%				3.6			
Piedmont	41				14.1%				5.9			
Pitt	26				33.8%				2.2			
Roanoke-Chowan	15				38.5%				1.9			
Sandhills	75				30.6%				3.2			
Smoky Mountain	21				29.2%				2.0			
Southeastern Center	46				49.5%				5.7			
Southeastern Regional	29				20.4%				3.5			
Tideland	11				17.5%				2.3			
Wake	33				12.0%				1.7			
Western Highlands	33				17.4%				3.8			
Wilson-Greene-Edgecombe-Nash	27				22.3%				4.4			
All LMEs Reporting	866				21.7%				3.5			
Minimum					4.3%				1.4			
Median					21.2%				2.7			
Maximum					49.5%				22.3			

Table 3 - Total Number of Incidents Reported and Rates Per 1,000 Active Consumers

This table shows the total number of Level 2 and 3 incident reports filed by local providers in each catchment area and the relative rate per 1,000 consumers on the active caseload¹. Because programs vary substantially in size, comparisons across program are more appropriately done after adjusting for these differences. Although active caseload probably represents the best measure of size, it is important to note that a few areas have substantial numbers of consumers from other areas not on their active caseload but being served in their local residential programs which may have the effect of increasing their relative rates. Further study of this will be done over time to see if additional adjustments need to be made for the rates.

Statewide, 3,041 incidents were reported this quarter. This is a decrease over the prior quarter. Of this number, 2,998 (98.6%) were Level 2 and 43 (1.4%) were Level 3 incidents. The average rate of Level 2 and 3 incidents (total) reported was 11.7 per 1,000 active caseload for this quarter. This represents a slight increase from last quarter's 11.3 average rate. There is still wide variation from program to program and between quarters for individual programs.

LME	Total Number of Incident Reports Received												Rate Per 1,000 Active Caseload For All Incidents Reported											
	1st Qtr			2nd Qtr			3rd Qtr			4th Qtr			1st Qtr			2nd Qtr			3rd Qtr			4th Qtr		
	Level 2	Level 3	Total	Level 2	Level 3	Total	Level 2	Level 3	Total	Level 2	Level 3	Total	Level 2	Level 3	Total	Level 2	Level 3	Total	Level 2	Level 3	Total	Level 2	Level 3	Total
Alamance-Caswell-Rockingham	35	0	35										3.8	0.0	3.8									
Albemarle	18	1	19										5.3	0.3	5.6									
Catawba	22	0	22										6.2	0.0	6.2									
Centerpoint	110	1	111										8.5	0.1	8.6									
Crossroads	88	1	89										15.1	0.2	15.3									
Cumberland	237	1	238										40.6	0.2	40.8									
Durham	69	1	70										11.3	0.2	11.4									
Eastpointe	89	0	89										11.0	0.0	11.0									
Five County	71	1	72										9.3	0.1	9.5									
Foothills	29	0	29										4.4	0.0	4.4									
Guilford	97	5	102										8.8	0.5	9.2									
Johnston	30	0	30										7.8	0.0	7.8									
Mecklenburg	422	2	424										12.6	0.1	12.6									
Neuse	34	0	34										15.7	0.0	15.7									
New River	44	5	49										8.4	1.0	9.4									
Onslow-Carteret	29	4	33										4.5	0.6	5.1									
OPC	32	2	34										5.1	0.3	5.4									
Pathways	263	1	264										23.6	0.1	23.7									
Piedmont	236	5	241										12.5	0.3	12.8									
Pitt	58	0	58										11.0	0.0	11.0									
Roanoke-Chowan	26	2	28										6.8	0.5	7.4									
Sandhills	235	2	237										18.7	0.2	18.8									
Smoky Mountain	43	0	43										6.2	0.0	6.2									
Southeastern Center	253	7	260										39.1	1.1	40.2									
Southeastern Regional	102	0	102										10.2	0.0	10.2									
Tideland	25	0	25										4.2	0.0	4.2									
Wake	54	2	56										3.4	0.1	3.6									
Western Highlands	127	0	127										8.8	0.0	8.8									
Wilson-Greene-Edgecombe-Nash	120	0	120										11.1	0.0	11.1									
All LMEs Reporting	2,998	43	3,041										11.5	0.2	11.7									
Minimum													3.4	0.0	3.6									
Median													8.8	0.1	9.4									
Maximum													40.6	1.1	40.8									

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Table 4 - Total Number of Level 2 and Level 3 Incident Reports by Location of Incident

The total number of Level 2 and Level 3 incident reports by location of incident provides some insight into where these incidents are occurring. It should be noted that providers must report incidents that occur while a consumer is under their care. Therefore, the location of the incident will likely reflect the location where the service is provided. Services that are facility or office-based will likely report that the incident occurred on the provider premises. Services that are community-based will likely report that the incident occurred outside of the provider premises.

During this quarter, 65.8% of the total Level 2 and 3 incidents reported occurred on the provider's premises, 14.0% occurred in the community, 10.1% occurred in the consumer's legal residence, and 10.1% occurred elsewhere or the location was unknown.

LME	Provider Premises				Consumer's Legal Residence				Community				Other				Unknown			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	20				4				2				2				7			
Albemarle	12				1				4				2				0			
Catawba	8				7				4				2				1			
Centerpoint	78				11				15				7				0			
Crossroads	62				12				12				1				2			
Cumberland	194				10				26				8				0			
Durham	31				17				17				5				0			
Eastpointe	65				2				16				6				0			
Five County	40				19				8				4				1			
Foothills	17				8				2				2				0			
Guilford	67				12				12				11				0			
Johnston	21				3				0				6				0			
Mecklenburg	337				24				39				24				0			
Neuse	20				4				8				2				0			
New River	30				8				8				3				0			
Onslow-Carteret	24				1				4				4				0			
OPC	22				5				7				0				0			
Pathways	119				13				71				46				15			
Piedmont	180				14				26				15				6			
Pitt	45				2				7				4				0			
Roanoke-Chowan	10				8				5				3				2			
Sandhills	144				33				35				22				3			
Smoky Mountain	19				7				14				1				2			
Southeastern Center	171				34				26				27				2			
Southeastern Regional	68				8				16				9				1			
Tideland	17				2				3				3				0			
Wake	35				8				10				2				1			
Western Highlands	44				25				17				38				3			
Wilson-Greene-Edgecombe-Nash	102				4				11				3				0			
All LMEs Reporting	2,002				306				425				262				46			
Percent of Total	65.8%				10.1%				14.0%				8.6%				1.5%			

Table 5 - Number of Level 2 Incident Reports by Location of Incident

The total number of Level 2 incident reports by location of incident provides some insight into where these incidents are occurring. It should be noted that providers must report incidents that occur while a consumer is under their care. Therefore, the location of the incident will likely reflect the location where the service is provided. Services that are facility or office-based will likely report that the incident occurred on the provider premises. Services that are community-based will likely report that the incident occurred outside of the provider premises.

During this quarter, 66.5% of the Level 2 incidents reported occurred on the provider's premises, 13.7% occurred in the community, 9.9% occurred in the consumer's legal residence, and 10.0% occurred elsewhere or the location was unknown.

LME	Provider Premises				Consumer's Legal Residence				Community				Other				Unknown			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	20				4				2				2				7			
Albemarle	12				1				3				2				0			
Catawba	8				7				4				2				1			
Centerpoint	78				11				14				7				0			
Crossroads	62				12				12				1				1			
Cumberland	194				10				25				8				0			
Durham	31				17				16				5				0			
Eastpointe	65				2				16				6				0			
Five County	39				19				8				4				1			
Foothills	17				8				2				2				0			
Guilford	67				10				10				10				0			
Johnston	21				3				0				6				0			
Mecklenburg	337				24				38				23				0			
Neuse	20				4				8				2				0			
New River	30				8				3				3				0			
Onslow-Carteret	21				1				4				3				0			
OPC	22				4				6				0				0			
Pathways	119				12				71				46				15			
Piedmont	180				11				25				14				6			
Pitt	45				2				7				4				0			
Roanoke-Chowan	8				8				5				3				2			
Sandhills	144				33				34				21				3			
Smoky Mountain	19				7				14				1				2			
Southeastern Center	168				33				26				25				1			
Southeastern Regional	68				8				16				9				1			
Tideland	17				2				3				3				0			
Wake	35				6				10				2				1			
Western Highlands	44				25				17				38				3			
Wilson-Greene-Edgecombe-Nash	102				4				11				3				0			
All LMEs Reporting	1,993				296				410				255				44			
Percent of Total	66.5%				9.9%				13.7%				8.5%				1.5%			

Table 6 - Number of Level 3 Incident Reports by Location of Incident

The total number of Level 3 incident reports by location of incident provides some insight into where these incidents are occurring. It should be noted that providers must report incidents that occur while a consumer is under their care. Therefore, the location of the incident will likely reflect the location where the service is provided. Services that are facility or office-based will likely report that the incident occurred on the provider premises. Services that are community-based will likely report that the incident occurred outside of the provider premises.

During this quarter, 34.9% occurred in the community, 23.3% occurred in the consumer's legal residence, 20.9% of the Level 3 incidents reported occurred on the provider's premises, and 21.0% occurred elsewhere.

LME	Provider Premises				Consumer's Legal Residence				Community				Other				Unknown			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0				0				0				0				0			
Albemarle	0				0				1				0				0			
Catawba	0				0				0				0				0			
Centerpoint	0				0				1				0				0			
Crossroads	0				0				0				0				1			
Cumberland	0				0				1				0				0			
Durham	0				0				1				0				0			
Eastpointe	0				0				0				0				0			
Five County	1				0				0				0				0			
Foothills	0				0				0				0				0			
Guilford	0				2				2				1				0			
Johnston	0				0				0				0				0			
Mecklenburg	0				0				1				1				0			
Neuse	0				0				0				0				0			
New River	0				0				5				0				0			
Onslow-Carteret	3				0				0				1				0			
OPC	0				1				1				0				0			
Pathways	0				1				0				0				0			
Piedmont	0				3				1				1				0			
Pitt	0				0				0				0				0			
Roanoke-Chowan	2				0				0				0				0			
Sandhills	0				0				1				1				0			
Smoky Mountain	0				0				0				0				0			
Southeastern Center	3				1				0				2				1			
Southeastern Regional	0				0				0				0				0			
Tideland	0				0				0				0				0			
Wake	0				2				0				0				0			
Western Highlands	0				0				0				0				0			
Wilson-Greene-Edgecombe-Nash	0				0				0				0				0			
All LMEs Reporting	9				10				15				7				2			
Percent of Total	20.9%				23.3%				34.9%				16.3%				4.7%			

Table 7 - Numbers of Reported Deaths by Cause of Death

This table summarizes the numbers of deaths reported by cause of death. Most deaths reported this quarter (73.0%) were due to terminal illness, natural causes or the cause was unknown at the time the death was reported. Accidents accounted for 13.9%, suicide accounted for 10.9%, and homicide/violence accounted for 2.2% of the deaths reported this quarter.

LME	Number of Deaths																							
	All Deaths				Suicide				Accident				Homicide/Violence				Terminal Illness/ Natural Cause				Unknown Cause			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0				0				0				0				0				0			
Albemarle	2				0				1				0				1				0			
Catawba	1				0				0				0				1				0			
Centerpoint	2				0				1				0				1				0			
Crossroads	11				1				3				0				2				5			
Cumberland	3				0				1				0				2				0			
Durham	4				0				1				0				2				1			
Eastpointe	1				0				0				0				1				0			
Five County	6				0				0				0				4				2			
Foothills	4				0				0				0				2				2			
Guilford	15				2				1				2				9				1			
Johnston	2				0				0				0				1				1			
Mecklenburg	5				1				1				0				2				1			
Neuse	1				0				0				0				1				0			
New River	8				3				2				0				2				1			
Onslow-Carteret	3				0				1				0				2				0			
OPC	4				1				1				0				0				2			
Pathways	9				0				0				0				8				1			
Piedmont	11				2				2				1				3				3			
Pitt	1				0				0				0				1				0			
Roanoke-Chowan	2				0				0				0				2				0			
Sandhills	10				0				2				0				4				4			
Smoky Mountain	1				0				0				0				1				0			
Southeastern Center	12				4				1				0				7				0			
Southeastern Regional	3				0				0				0				3				0			
Tideland	1				0				0				0				0				1			
Wake	5				1				1				0				3				0			
Western Highlands	7				0				0				0				4				3			
Wilson-Greene-Edgecombe-Nash	3				0				0				0				2				1			
All LMEs Reporting	137				15				19				3				71				29			
Percent of Total	100.0%				10.9%				13.9%				2.2%				51.8%				21.2%			

Table 8 - Rate of Reported Deaths Per 1,000 Active Consumers by Cause of Death

This table summarizes the rate of reported deaths per 1,000 active consumers¹. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Statewide, the average number of deaths this quarter was 0.53 per 1,000 active consumers. This represents a decrease from the prior quarter. Most of this decrease was due to deaths due to terminal illness, natural causes or the cause was unknown at the time the death was reported.

LME	Rate of Deaths per 1,000 Active Consumers																							
	All Deaths				Suicide				Accident				Homicide/Violence				Terminal Illness/ Natural Cause				Unknown Cause			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.00				0.00				0.00				0.00				0.00				0.00			
Albemarle	0.59				0.00				0.29				0.00				0.29				0.00			
Catawba	0.28				0.00				0.00				0.00				0.28				0.00			
Centerpoint	0.16				0.00				0.08				0.00				0.08				0.00			
Crossroads	1.89				0.17				0.51				0.00				0.34				0.86			
Cumberland	0.51				0.00				0.17				0.00				0.34				0.00			
Durham	0.65				0.00				0.16				0.00				0.33				0.16			
Eastpointe	0.12				0.00				0.00				0.00				0.12				0.00			
Five County	0.79				0.00				0.00				0.00				0.53				0.26			
Foothills	0.61				0.00				0.00				0.00				0.30				0.30			
Guilford	1.36				0.18				0.09				0.18				0.81				0.09			
Johnston	0.52				0.00				0.00				0.00				0.26				0.26			
Mecklenburg	0.15				0.03				0.03				0.00				0.06				0.03			
Neuse	0.46				0.00				0.00				0.00				0.46				0.00			
New River	1.54				0.58				0.38				0.00				0.38				0.19			
Onslow-Carteret	0.46				0.00				0.15				0.00				0.31				0.00			
OPC	0.63				0.16				0.16				0.00				0.00				0.32			
Pathways	0.81				0.00				0.00				0.00				0.72				0.09			
Piedmont	0.58				0.11				0.11				0.05				0.16				0.16			
Pitt	0.19				0.00				0.00				0.00				0.19				0.00			
Roanoke-Chowan	0.53				0.00				0.00				0.00				0.53				0.00			
Sandhills	0.79				0.00				0.16				0.00				0.32				0.32			
Smoky Mountain	0.14				0.00				0.00				0.00				0.14				0.00			
Southeastern Center	1.85				0.62				0.15				0.00				1.08				0.00			
Southeastern Regional	0.30				0.00				0.00				0.00				0.30				0.00			
Tideland	0.17				0.00				0.00				0.00				0.00				0.17			
Wake	0.32				0.06				0.06				0.00				0.19				0.00			
Western Highlands	0.48				0.00				0.00				0.00				0.28				0.21			
Wilson-Greene-Edgecombe-Nash	0.28				0.00				0.00				0.00				0.18				0.09			
All LMEs Reporting	0.53				0.06				0.07				0.01				0.27				0.11			
Minimum	0.00				0.00				0.00				0.00				0.00				0.00			
Median	0.51				0.00				0.00				0.00				0.29				0.03			
Maximum	1.89				0.62				0.51				0.18				1.08				0.86			

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Table 9 - Total Number of Level 2 and Level 3 Incidents Involving Restrictive Interventions

This table summarizes the total numbers of Level 2 and 3 incidents involving restrictive interventions reported each quarter. Level 2 incidents include (1) any emergency, unplanned use or (2) any planned use that exceeds authorized limits, is administered by an unauthorized person, results in discomfort or complaint, or requires treatment by a licensed health professional. Level 3 incidents include any restrictive intervention that results in permanent physical or psychological impairment within 7 days.

The total number of reported incidents involving restraint, isolation, and seclusion has continued to decrease over the last three quarters. Of the reported cases, nearly all involved the use of physical restraint.

LME	Total Number of Level 2 and 3 Incidents Involving Restrictive Interventions By Type															
	Total Unduplicated Count				Physical Restraint				Isolation				Seclusion			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	5				5				0				0			
Albemarle	0				0				0				0			
Catawba	5				5				0				0			
Centerpoint	35				35				0				0			
Crossroads	17				14				4				0			
Cumberland	70				70				0				0			
Durham	1				1				0				0			
Eastpointe	12				12				0				0			
Five County	8				8				0				0			
Foothills	0				0				0				0			
Guilford	12				12				0				0			
Johnston	9				5				4				0			
Mecklenburg	58				55				2				1			
Neuse	6				6				0				0			
New River	2				2				0				0			
Onslow-Carteret	3				3				0				0			
OPC	3				3				0				0			
Pathways	43				40				3				0			
Piedmont	66				64				2				0			
Pitt	23				23				0				0			
Roanoke-Chowan	1				1				0				0			
Sandhills	41				41				0				0			
Smoky Mountain	6				5				2				0			
Southeastern Center	75				75				0				0			
Southeastern Regional	28				26				2				0			
Tideland	8				8				0				0			
Wake	5				5				0				0			
Western Highlands	33				32				1				0			
Wilson-Greene-Edgecombe-Nash	14				14				0				0			
All LMEs Reporting	589				570				20				1			
Percent of Total	100.0%				96.8%				3.4%				0.2%			

* Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of physical restraint, isolation, and seclusion incidents if an incident involving more than one type of restrictive intervention is reported on a single incident report.

Table 10 - Rate of Level 2 and Level 3 (Total) Incidents Involving Restrictive Interventions Per 1,000 Active Consumers

This table summarizes the rates of Level 2 and 3 (total) incidents involving restrictive interventions per 1,000 active consumers¹ reported each quarter. Level 2 incidents include (1) any emergency, unplanned use or (2) any planned use that exceeds authorized limits, is administered by an unauthorized person, results in discomfort or complaint, or requires treatment by a licensed health professional. Level 3 incidents include any restrictive intervention that results in permanent physical or psychological impairment within 7 days. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Statewide the rate of Level 2 and 3 incidents involving restrictive interventions was 2.27 per 1,000 active consumers in the first quarter. This is down from the prior quarter's rate of 2.33 per 1,000 active consumers. The wide variation in rates among area programs is likely due to reporting differences.

LME	Rate of Level 2 and 3 (Total) Incidents Involving Restrictive Interventions Per 1,000 Active Consumers															
	Total Unduplicated Count ²				Physical Restraint				Isolation				Seclusion			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.54				0.54				0.00				0.00			
Albemarle	0.00				0.00				0.00				0.00			
Catawba	1.41				1.41				0.00				0.00			
Centerpoint	2.72				2.72				0.00				0.00			
Crossroads	2.92				2.40				0.69				0.00			
Cumberland	12.01				12.01				0.00				0.00			
Durham	0.16				0.16				0.00				0.00			
Eastpointe	1.49				1.49				0.00				0.00			
Five County	1.05				1.05				0.00				0.00			
Foothills	0.00				0.00				0.00				0.00			
Guilford	1.08				1.08				0.00				0.00			
Johnston	2.34				1.30				1.04				0.00			
Mecklenburg	1.73				1.64				0.06				0.03			
Neuse	2.77				2.77				0.00				0.00			
New River	0.38				0.38				0.00				0.00			
Onslow-Carteret	0.46				0.46				0.00				0.00			
OPC	0.48				0.48				0.00				0.00			
Pathways	3.86				3.59				0.27				0.00			
Piedmont	3.49				3.39				0.11				0.00			
Pitt	4.38				4.38				0.00				0.00			
Roanoke-Chowan	0.26				0.26				0.00				0.00			
Sandhills	3.26				3.26				0.00				0.00			
Smoky Mountain	0.86				0.72				0.29				0.00			
Southeastern Center	11.58				11.58				0.00				0.00			
Southeastern Regional	2.81				2.61				0.20				0.00			
Tideland	1.35				1.35				0.00				0.00			
Wake	0.32				0.32				0.00				0.00			
Western Highlands	2.28				2.22				0.07				0.00			
Wilson-Greene-Edgecombe-Nash	1.29				1.29				0.00				0.00			
All LMEs Reporting	2.27				2.19				0.08				0.00			
Minimum	0.00				0.00				0.00				0.00			
Median	1.41				1.35				0.00				0.00			
Maximum	12.01				12.01				1.04				0.03			

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

2. Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of physical restraint, isolation, and seclusion incidents if an incident involving more than one type of restrictive intervention is reported on a single incident report.

Table 11 - Level 2 Incidents Involving Restrictive Interventions

This table summarizes the numbers of Level 2 incidents involving restrictive interventions reported each quarter. Level 2 incidents involving restrictive interventions include (1) any emergency, unplanned use or (2) any planned use that exceeds authorized limits, is administered by an unauthorized person, results in discomfort or complaint, or requires treatment by a licensed health professional.

The number of incidents involving restrictive interventions that were reported this quarter decreased by 9%. Of the reported cases this quarter, nearly all involved the use of physical restraint.

LME	Number of Level 2 Incidents Involving Restrictive Interventions By Type															
	Total Unduplicated Count				Physical Restraint				Isolation				Seclusion			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	5				5				0				0			
Albemarle	0				0				0				0			
Catawba	5				5				0				0			
Centerpoint	35				35				0				0			
Crossroads	17				14				4				0			
Cumberland	70				70				0				0			
Durham	1				1				0				0			
Eastpointe	12				12				0				0			
Five County	8				8				0				0			
Foothills	0				0				0				0			
Guilford	12				12				0				0			
Johnston	9				5				4				0			
Mecklenburg	58				55				2				1			
Neuse	6				6				0				0			
New River	2				2				0				0			
Onslow-Carteret	3				3				0				0			
OPC	3				3				0				0			
Pathways	43				40				3				0			
Piedmont	66				64				2				0			
Pitt	23				23				0				0			
Roanoke-Chowan	1				1				0				0			
Sandhills	41				41				0				0			
Smoky Mountain	6				5				2				0			
Southeastern Center	75				75				0				0			
Southeastern Regional	28				26				2				0			
Tideland	8				8				0				0			
Wake	5				5				0				0			
Western Highlands	33				32				1				0			
Wilson-Greene-Edgecombe-Nash	14				14				0				0			
All LMEs Reporting	589				570				20				1			
Percent of Total	100.0%				96.8%				3.4%				0.2%			

* Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of physical restraint, isolation, and seclusion incidents if an incident involving more than one type of restrictive intervention is reported on a single incident report.

Table 12 - Rate of Level 2 Incidents Involving Restrictive Interventions Per 1,000 Active Consumers

This table summarizes the rates of Level 2 incidents involving restrictive interventions per 1,000 active consumers¹ reported each quarter. Level 2 incidents include (1) any emergency, unplanned use or (2) any planned use that exceeds authorized limits, is administered by an unauthorized person, results in discomfort or complaint, or requires treatment by a licensed health professional. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Statewide the rate of Level 2 incidents involving restrictive interventions was 2.27 per 1,000 active consumers in the first quarter. This is down from the prior quarter's rate of 2.33 per 1,000 active consumers. The wide variation in rates among area programs is likely due to reporting differences.

LME	Rate of Level 2 Incidents Involving Restrictive Interventions Per 1,000 Active Consumers															
	Total Unduplicated Count ²				Physical Restraint				Isolation				Seclusion			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.54				0.54				0.00				0.00			
Albemarle	0.00				0.00				0.00				0.00			
Catawba	1.41				1.41				0.00				0.00			
Centerpoint	2.72				2.72				0.00				0.00			
Crossroads	2.92				2.40				0.69				0.00			
Cumberland	12.01				12.01				0.00				0.00			
Durham	0.16				0.16				0.00				0.00			
Eastpointe	1.49				1.49				0.00				0.00			
Five County	1.05				1.05				0.00				0.00			
Foothills	0.00				0.00				0.00				0.00			
Guilford	1.08				1.08				0.00				0.00			
Johnston	2.34				1.30				1.04				0.00			
Mecklenburg	1.73				1.64				0.06				0.03			
Neuse	2.77				2.77				0.00				0.00			
New River	0.38				0.38				0.00				0.00			
Onslow-Carteret	0.46				0.46				0.00				0.00			
OPC	0.48				0.48				0.00				0.00			
Pathways	3.86				3.59				0.27				0.00			
Piedmont	3.49				3.39				0.11				0.00			
Pitt	4.38				4.38				0.00				0.00			
Roanoke-Chowan	0.26				0.26				0.00				0.00			
Sandhills	3.26				3.26				0.00				0.00			
Smoky Mountain	0.86				0.72				0.29				0.00			
Southeastern Center	11.58				11.58				0.00				0.00			
Southeastern Regional	2.81				2.61				0.20				0.00			
Tideland	1.35				1.35				0.00				0.00			
Wake	0.32				0.32				0.00				0.00			
Western Highlands	2.28				2.22				0.07				0.00			
Wilson-Greene-Edgecombe-Nash	1.29				1.29				0.00				0.00			
All LMEs Reporting	2.27				2.19				0.08				0.00			
Minimum	0.00				0.00				0.00				0.00			
Median	1.41				1.35				0.00				0.00			
Maximum	12.01				12.01				1.04				0.03			

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

2. Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of physical restraint, isolation, and seclusion incidents if an incident involving more than one type of restrictive intervention is reported on a single incident report.

Table 13 - Level 3 Incidents Involving Restrictive Interventions

This table summarizes the numbers of Level 3 incidents involving restrictive interventions reported each quarter. Level 3 incidents involving restrictive interventions include any restrictive intervention that results in permanent physical or psychological impairment within 7 days of the intervention.

There were no Level 3 incidents involving restraint, isolation, or seclusion reported this quarter.

LME	Number of Level 3 Restrictive Interventions By Type															
	Total Unduplicated Count				Physical Restraint				Isolation				Seclusion			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0				0				0				0			
Albemarle	0				0				0				0			
Catawba	0				0				0				0			
Centerpoint	0				0				0				0			
Crossroads	0				0				0				0			
Cumberland	0				0				0				0			
Durham	0				0				0				0			
Eastpointe	0				0				0				0			
Five County	0				0				0				0			
Foothills	0				0				0				0			
Guilford	0				0				0				0			
Johnston	0				0				0				0			
Mecklenburg	0				0				0				0			
Neuse	0				0				0				0			
New River	0				0				0				0			
Onslow-Carteret	0				0				0				0			
OPC	0				0				0				0			
Pathways	0				0				0				0			
Piedmont	0				0				0				0			
Pitt	0				0				0				0			
Roanoke-Chowan	0				0				0				0			
Sandhills	0				0				0				0			
Smoky Mountain	0				0				0				0			
Southeastern Center	0				0				0				0			
Southeastern Regional	0				0				0				0			
Tideland	0				0				0				0			
Wake	0				0				0				0			
Western Highlands	0				0				0				0			
Wilson-Greene-Edgecombe-Nash	0				0				0				0			
All LMEs Reporting	0				0				0				0			
Percent of Total	0.0%				0.0%				0.0%				0.0%			

* Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of physical restraint, isolation, and seclusion incidents if an incident involving more than one type of restrictive intervention is reported on a single incident report.

Table 14 - Rate of Level 3 Incidents Involving Restrictive Interventions Per 1,000 Active Consumers

This table summarizes the rates of Level 3 incidents involving restrictive interventions per 1,000 active consumers¹ reported each quarter. Level 3 incidents include any restrictive intervention that results in permanent physical or psychological impairment within 7 days. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

There were no Level 3 incidents involving restrictive interventions this quarter.

LME	Rate of Level 3 Incidents Involving Restrictive Interventions Per 1,000 Active Consumers															
	Total Unduplicated Count ²				Physical Restraint				Isolation				Seclusion			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.00				0.00				0.00				0.00			
Albemarle	0.00				0.00				0.00				0.00			
Catawba	0.00				0.00				0.00				0.00			
Centerpoint	0.00				0.00				0.00				0.00			
Crossroads	0.00				0.00				0.00				0.00			
Cumberland	0.00				0.00				0.00				0.00			
Durham	0.00				0.00				0.00				0.00			
Eastpointe	0.00				0.00				0.00				0.00			
Five County	0.00				0.00				0.00				0.00			
Foothills	0.00				0.00				0.00				0.00			
Guilford	0.00				0.00				0.00				0.00			
Johnston	0.00				0.00				0.00				0.00			
Mecklenburg	0.00				0.00				0.00				0.00			
Neuse	0.00				0.00				0.00				0.00			
New River	0.00				0.00				0.00				0.00			
Onslow-Carteret	0.00				0.00				0.00				0.00			
OPC	0.00				0.00				0.00				0.00			
Pathways	0.00				0.00				0.00				0.00			
Piedmont	0.00				0.00				0.00				0.00			
Pitt	0.00				0.00				0.00				0.00			
Roanoke-Chowan	0.00				0.00				0.00				0.00			
Sandhills	0.00				0.00				0.00				0.00			
Smoky Mountain	0.00				0.00				0.00				0.00			
Southeastern Center	0.00				0.00				0.00				0.00			
Southeastern Regional	0.00				0.00				0.00				0.00			
Tideland	0.00				0.00				0.00				0.00			
Wake	0.00				0.00				0.00				0.00			
Western Highlands	0.00				0.00				0.00				0.00			
Wilson-Greene-Edgecombe-Nash	0.00				0.00				0.00				0.00			
All LMEs Reporting	0.00				0.00				0.00				0.00			
Minimum	0.00				0.00				0.00				0.00			
Median	0.00				0.00				0.00				0.00			
Maximum	0.00				0.00				0.00				0.00			

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

2. Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of physical restraint, isolation, and seclusion incidents if an incident involving more than one type of restrictive intervention is reported on a single incident report.

Table 15 - Total Numbers of Level 2 and Level 3 Incidents Involving Consumer Injuries

This table summarizes the total numbers of reported Level 2 and Level 3 incidents involving injuries to consumers. Level 2 incidents include any injury that requires treatment by a licensed health professional (such as MD, RN, or LPN) beyond first aid, as defined by OSHA guidelines. Level 3 incidents include any injury that results in permanent physical or psychological impairment.

The total number of Level 2 and Level 3 incidents involving injuries reported this quarter was 5.7% lower than the number reported last quarter. Most of this decrease was in the area of injuries involving trips or falls. Overall, the highest number (37.6%) of the reported injuries fell into the "other injury" category. Trip or fall was the next most common category representing 30.8% of the total for the quarter.

LME	Total Number of Reported Level 2 and Level 3 Incidents Involving Consumer Injuries																							
	Total Reported Injuries				Aggressive Behavior				Self-Mutilation				Trip or Fall				Auto Accident				Other			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	8				0				0				4				0				4			
Albemarle	10				1				0				5				1				3			
Catawba	7				1				0				3				0				3			
Centerpoint	24				6				0				11				0				7			
Crossroads	22				6				0				10				0				6			
Cumberland	25				6				1				10				0				8			
Durham	17				0				2				4				3				8			
Eastpointe	24				3				0				6				3				12			
Five County	11				2				0				4				1				4			
Foothills	5				2				0				3				0				0			
Guilford	21				2				5				4				0				10			
Johnston	4				0				0				0				2				2			
Mecklenburg	81				26				7				15				3				30			
Neuse	7				1				1				1				2				2			
New River	9				0				0				7				0				2			
Onslow	10				1				0				6				0				3			
OPC	5				0				2				3				0				0			
Pathways	80				21				14				29				1				15			
Piedmont	54				9				2				14				5				24			
Pitt	10				1				0				3				4				2			
Roanoke-Chowan	8				0				0				7				0				1			
Sandhills	51				8				2				13				4				24			
Smoky Mountain	7				2				0				2				1				2			
Southeastern Center	45				11				0				10				4				20			
Southeastern Regional	23				2				0				2				2				17			
Tideland	8				4				0				2				0				2			
Wake	7				0				0				2				1				4			
Western Highlands	24				2				2				9				0				11			
Wilson-Greene-Edgecombe-Nash	16				4				0				3				1				8			
All LMEs Reporting	623				121				38				192				38				234			
Percent of Total	100.0%				19.4%				6.1%				30.8%				6.1%				37.6%			

Table 16 - Rate of Reported Level 2 and Level 3 (Total) Incidents Involving Consumer Injuries Per 1,000 Active Consumers

This table summarizes the rate of reported Level 2 and Level 3 (total) incidents involving injuries to consumers per 1,000 active consumers¹. Level 2 incidents include any injury that requires treatment by a licensed health professional (such as MD, RN, or LPN) beyond first aid, as defined by OSHA guidelines. Level 3 incidents include any injury that results in permanent physical or psychological impairment. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Statewide, the average rate of Level 2 and Level 3 (total) incidents for all injuries reported this quarter was 2.40 per 1,000 active consumers. There was no significant change in the statewide rate from the previous quarter.

LME	Rate of Reported Level 2 and Level 3 (Total) Incidents Involving Consumer Injuries Per 1,000 Active Consumers																							
	Total Reported Injuries				Aggressive Behavior				Self-Mutilation				Trip or Fall				Auto Accident				Other			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.86				0.00				0.00				0.43				0.00				0.43			
Albemarle	2.95				0.29				0.00				1.47				0.29				0.88			
Catawba	1.98				0.28				0.00				0.85				0.00				0.85			
Centerpoint	1.86				0.47				0.00				0.85				0.00				0.54			
Crossroads	3.78				1.03				0.00				1.72				0.00				1.03			
Cumberland	4.29				1.03				0.17				1.72				0.00				1.37			
Durham	2.78				0.00				0.33				0.65				0.49				1.31			
Eastpointe	2.97				0.37				0.00				0.74				0.37				1.49			
Five County	1.44				0.26				0.00				0.53				0.13				0.53			
Foothills	0.76				0.30				0.00				0.46				0.00				0.00			
Guilford	1.90				0.18				0.45				0.36				0.00				0.90			
Johnston	1.04				0.00				0.00				0.00				0.52				0.52			
Mecklenburg	2.41				0.77				0.21				0.45				0.09				0.89			
Neuse	3.23				0.46				0.46				0.46				0.92				0.92			
New River	1.73				0.00				0.00				1.34				0.00				0.38			
Onslow-Carteret	1.54				0.15				0.00				0.92				0.00				0.46			
OPC	0.79				0.00				0.32				0.48				0.00				0.00			
Pathways	7.18				1.88				1.26				2.60				0.09				1.35			
Piedmont	2.86				0.48				0.11				0.74				0.26				1.27			
Pitt	1.90				0.19				0.00				0.57				0.76				0.38			
Roanoke-Chowan	2.11				0.00				0.00				1.84				0.00				0.26			
Sandhills	4.05				0.64				0.16				1.03				0.32				1.91			
Smoky Mountain	1.01				0.29				0.00				0.29				0.14				0.29			
Southeastern Center	6.95				1.70				0.00				1.54				0.62				3.09			
Southeastern Regional	2.30				0.20				0.00				0.20				0.20				1.70			
Tideland	1.35				0.68				0.00				0.34				0.00				0.34			
Wake	0.45				0.00				0.00				0.13				0.06				0.25			
Western Highlands	1.66				0.14				0.14				0.62				0.00				0.76			
Wilson-Greene-Edgecombe-Nash	1.48				0.37				0.00				0.28				0.09				0.74			
All LMEs Reporting	2.40				0.47				0.15				0.74				0.15				0.90			
Minimum	0.45				0.00				0.00				0.00				0.00				0.00			
Median	1.90				0.29				0.00				0.62				0.09				0.76			
Maximum	7.18				1.88				1.26				2.60				0.92				3.09			

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Table 17 - Numbers of Level 2 Incidents Involving Consumer Injuries

This table summarizes the numbers of reported Level 2 incidents involving injuries to consumers. Level 2 incidents include any injury that requires treatment by a licensed health professional (such as MD, RN, or LPN) beyond first aid, as defined by OSHA guidelines.

The number of Level 2 incidents involving injuries decreased this quarter by 5.7%. Most of this reduction was in the area of incidents involving trips and falls. The highest number of injuries reported this quarter (37.7%) fell into the "other injury" category. Trips or falls was the next most common category representing 30.6% of the total for the quarter.

LME	Number of Reported Level 2 Incidents Involving Consumer Injuries																							
	Total Reported Injuries				Aggressive Behavior				Self-Mutilation				Trip or Fall				Auto Accident				Other			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	8				0				0				4				0				4			
Albemarle	10				1				0				5				1				3			
Catawba	7				1				0				3				0				3			
Centerpoint	24				6				0				11				0				7			
Crossroads	22				6				0				10				0				6			
Cumberland	25				6				1				10				0				8			
Durham	17				0				2				4				3				8			
Eastpointe	24				3				0				6				3				12			
Five County	11				2				0				4				1				4			
Foothills	5				2				0				3				0				0			
Guilford	21				2				5				4				0				10			
Johnston	4				0				0				0				2				2			
Mecklenburg	81				26				7				15				3				30			
Neuse	7				1				1				1				2				2			
New River	9				0				0				7				0				2			
Onslow-Carteret	8				1				0				4				0				3			
OPC	5				0				2				3				0				0			
Pathways	80				21				14				29				1				15			
Piedmont	54				9				2				14				5				24			
Pitt	10				1				0				3				4				2			
Roanoke-Chowan	8				0				0				7				0				1			
Sandhills	51				8				2				13				4				24			
Smoky Mountain	7				2				0				2				1				2			
Southeastern Center	45				11				0				10				4				20			
Southeastern Regional	23				2				0				2				2				17			
Tideland	8				4				0				2				0				2			
Wake	7				0				0				2				1				4			
Western Highlands	24				2				2				9				0				11			
Wilson-Greene-Edgecombe-Nash	16				4				0				3				1				8			
All LMEs Reporting	621				121				38				190				38				234			
Percent of Total	100.0%				19.5%				6.1%				30.6%				6.1%				37.7%			

Table 18 - Rate of Reported Level 2 Incidents Involving Consumer Injuries Per 1,000 Active Consumers

This table summarizes the rate of reported Level 2 incidents involving injuries to consumers per 1,000 active consumers¹. Level 2 incidents include any injury that requires treatment by a licensed health professional (such as MD, RN, or LPN) beyond first aid, as defined by OSHA guidelines. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Statewide, the average rate of Level 2 incidents for all injuries reported this quarter was 2.39 per 1,000 active consumers.

Rate of Reported Level 2 Incidents Involving Consumer Injuries Per 1,000 Active Consumers																								
LME	Total Reported Injuries				Aggressive Behavior				Self-Mutilation				Trip or Fall				Auto Accident				Other			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.86				0.00				0.00				0.43				0.00				0.43			
Albemarle	2.95				0.29				0.00				1.47				0.29				0.88			
Catawba	1.98				0.28				0.00				0.85				0.00				0.85			
Centerpoint	1.86				0.47				0.00				0.85				0.00				0.54			
Crossroads	3.78				1.03				0.00				1.72				0.00				1.03			
Cumberland	4.29				1.03				0.17				1.72				0.00				1.37			
Durham	2.78				0.00				0.33				0.65				0.49				1.31			
Eastpointe	2.97				0.37				0.00				0.74				0.37				1.49			
Five County	1.44				0.26				0.00				0.53				0.13				0.53			
Foothills	0.76				0.30				0.00				0.46				0.00				0.00			
Guilford	1.90				0.18				0.45				0.36				0.00				0.90			
Johnston	1.04				0.00				0.00				0.00				0.52				0.52			
Mecklenburg	2.41				0.77				0.21				0.45				0.09				0.89			
Neuse	3.23				0.46				0.46				0.46				0.92				0.92			
New River	1.73				0.00				0.00				1.34				0.00				0.38			
Onslow-Carteret	1.23				0.15				0.00				0.62				0.00				0.46			
OPC	0.79				0.00				0.32				0.48				0.00				0.00			
Pathways	7.18				1.88				1.26				2.60				0.09				1.35			
Piedmont	2.86				0.48				0.11				0.74				0.26				1.27			
Pitt	1.90				0.19				0.00				0.57				0.76				0.38			
Roanoke-Chowan	2.11				0.00				0.00				1.84				0.00				0.26			
Sandhills	4.05				0.64				0.16				1.03				0.32				1.91			
Smoky Mountain	1.01				0.29				0.00				0.29				0.14				0.29			
Southeastern Center	6.95				1.70				0.00				1.54				0.62				3.09			
Southeastern Regional	2.30				0.20				0.00				0.20				0.20				1.70			
Tideland	1.35				0.68				0.00				0.34				0.00				0.34			
Wake	0.45				0.00				0.00				0.13				0.06				0.25			
Western Highlands	1.66				0.14				0.14				0.62				0.00				0.76			
Wilson-Greene-Edgecombe-Nash	1.48				0.37				0.00				0.28				0.09				0.74			
All LMEs Reporting	2.39				0.47				0.15				0.73				0.15				0.90			
Minimum	0.45				0.00				0.00				0.00				0.00				0.00			
Median	1.90				0.29				0.00				0.62				0.09				0.76			
Maximum	7.18				1.88				1.26				2.60				0.92				3.09			

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Table 19 - Numbers of Level 3 Incidents Involving Consumer Injuries

This table summarizes the numbers of reported Level 3 incidents involving injuries to consumers. Level 3 incidents include any injury that results in permanent physical or psychological impairment.

Statewide, there were two Level 3 incidents involving injuries resulting from trips or falls that were reported this quarter.

LME	Number of Reported Level 3 Incidents Involving Consumer Injuries																							
	Total Reported Injuries				Aggressive Behavior				Self-Mutilation				Trip or Fall				Auto Accident				Other			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0				0				0				0				0				0			
Albemarle	0				0				0				0				0				0			
Catawba	0				0				0				0				0				0			
Centerpoint	0				0				0				0				0				0			
Crossroads	0				0				0				0				0				0			
Cumberland	0				0				0				0				0				0			
Durham	0				0				0				0				0				0			
Eastpointe	0				0				0				0				0				0			
Five County	0				0				0				0				0				0			
Foothills	0				0				0				0				0				0			
Guilford	0				0				0				0				0				0			
Johnston	0				0				0				0				0				0			
Mecklenburg	0				0				0				0				0				0			
Neuse	0				0				0				0				0				0			
New River	0				0				0				0				0				0			
Onslow-Carteret	2				0				0				2				0				0			
OPC	0				0				0				0				0				0			
Pathways	0				0				0				0				0				0			
Piedmont	0				0				0				0				0				0			
Pitt	0				0				0				0				0				0			
Roanoke-Chowan	0				0				0				0				0				0			
Sandhills	0				0				0				0				0				0			
Smoky Mountain	0				0				0				0				0				0			
Southeastern Center	0				0				0				0				0				0			
Southeastern Regional	0				0				0				0				0				0			
Tideland	0				0				0				0				0				0			
Wake	0				0				0				0				0				0			
Western Highlands	0				0				0				0				0				0			
Wilson-Greene-Edgecombe-Nash	0				0				0				0				0				0			
All LMEs Reporting	2				0				0				2				0				0			
Percent of Total	100.0%				0.0%				0.0%				100.0%				0.0%				0.0%			

Table 20 - Rate of Reported Level 3 Incidents Involving Consumer Injuries Per 1,000 Active Consumers

This table summarizes the rate of reported Level 3 incidents involving injuries to consumers per 1,000 active consumers¹. Level 3 incidents include any injury that results in permanent physical or psychological impairment. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Statewide, there were two Level 3 incidents involving injuries reported this quarter. The average rate of Level 3 incidents for all injuries reported this quarter was 0.01 per 1,000 active consumers.

LME	Rate of Reported Level 3 Incidents Involving Consumer Injuries Per 1,000 Active Consumers																							
	Total Reported Injuries				Aggressive Behavior				Self-Mutilation				Trip or Fall				Auto Accident				Other			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.00				0.00				0.00				0.00				0.00				0.00			
Albemarle	0.00				0.00				0.00				0.00				0.00				0.00			
Catawba	0.00				0.00				0.00				0.00				0.00				0.00			
Centerpoint	0.00				0.00				0.00				0.00				0.00				0.00			
Crossroads	0.00				0.00				0.00				0.00				0.00				0.00			
Cumberland	0.00				0.00				0.00				0.00				0.00				0.00			
Durham	0.00				0.00				0.00				0.00				0.00				0.00			
Eastpointe	0.00				0.00				0.00				0.00				0.00				0.00			
Five County	0.00				0.00				0.00				0.00				0.00				0.00			
Foothills	0.00				0.00				0.00				0.00				0.00				0.00			
Guilford	0.00				0.00				0.00				0.00				0.00				0.00			
Johnston	0.00				0.00				0.00				0.00				0.00				0.00			
Mecklenburg	0.00				0.00				0.00				0.00				0.00				0.00			
Neuse	0.00				0.00				0.00				0.00				0.00				0.00			
New River	0.00				0.00				0.00				0.00				0.00				0.00			
Onslow-Carteret	0.31				0.00				0.00				0.31				0.00				0.00			
OPC	0.00				0.00				0.00				0.00				0.00				0.00			
Pathways	0.00				0.00				0.00				0.00				0.00				0.00			
Piedmont	0.00				0.00				0.00				0.00				0.00				0.00			
Pitt	0.00				0.00				0.00				0.00				0.00				0.00			
Roanoke-Chowan	0.00				0.00				0.00				0.00				0.00				0.00			
Sandhills	0.00				0.00				0.00				0.00				0.00				0.00			
Smoky Mountain	0.00				0.00				0.00				0.00				0.00				0.00			
Southeastern Center	0.00				0.00				0.00				0.00				0.00				0.00			
Southeastern Regional	0.00				0.00				0.00				0.00				0.00				0.00			
Tideland	0.00				0.00				0.00				0.00				0.00				0.00			
Wake	0.00				0.00				0.00				0.00				0.00				0.00			
Western Highlands	0.00				0.00				0.00				0.00				0.00				0.00			
Wilson-Greene-Edgecombe-Nash	0.00				0.00				0.00				0.00				0.00				0.00			
All LMEs Reporting	0.01				0.00				0.00				0.01				0.00				0.00			
Minimum	0.00				0.00				0.00				0.00				0.00				0.00			
Median	0.00				0.00				0.00				0.00				0.00				0.00			
Maximum	0.31				0.00				0.00				0.31				0.00				0.00			

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Table 21 - Total Numbers of Level 2 and Level 3 Incidents Involving Reported Allegations of Abuse, Neglect or Exploitation of Consumers

This table summarizes the total numbers of Level 2 and Level 3 incidents involving reported allegations of abuse, neglect, or exploitation of consumers. Level 2 incidents include any allegation of abuse, neglect or exploitation of a consumer by staff or other adult, including inappropriate touching or sexual behavior. Level 3 incidents include any allegation of abuse, neglect or exploitation of a consumer that involves permanent physical or psychological impairment, or arrest.

The total number of reported Level 2 and Level 3 incidents involving allegations of abuse, neglect, or exploitation decreased this quarter. Two-thirds (66.3%) of the reported incidents this quarter involved allegations of abuse. Almost one-third (33.0%) of the reported incidents this quarter involved allegations of neglect. Reported allegations of exploitation this quarter represent 5.4% of the total incidents in this category.

LME	Total Level 2 and Level 3 Incidents Involving Reported Allegations of Abuse, Neglect, or Exploitation															
	Total Reported Allegations (Unduplicated) ¹				Alleged Abuse				Alleged Neglect				Alleged Exploitation			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	2				2				0				0			
Albemarle	2				1				1				0			
Catawba	3				2				1				0			
Centerpoint	15				14				1				0			
Crossroads	17				12				4				3			
Cumberland	31				26				3				2			
Durham	10				6				3				1			
Eastpointe	27				9				18				0			
Five County	9				7				2				0			
Foothills	11				7				4				0			
Guilford	5				5				0				0			
Johnston	1				1				0				0			
Mecklenburg	25				20				3				2			
Neuse	10				6				3				2			
New River	8				7				1				0			
Onslow-Carteret	3				3				0				0			
OPC	3				3				0				0			
Pathways	30				20				8				2			
Piedmont	33				22				10				1			
Pitt	2				0				2				0			
Roanoke-Chowan	15				13				1				1			
Sandhills	67				38				38				4			
Smoky Mountain	13				8				6				1			
Southeastern Center	16				8				8				0			
Southeastern Regional	6				5				1				0			
Tideland	6				4				3				0			
Wake	7				4				2				1			
Western Highlands	24				11				11				2			
Wilson-Greene-Edgecombe-Nash	5				5				0				0			
All LMEs Reporting	406				269				134				22			
Percent of Total	100.0%				66.3%				33.0%				5.4%			

1. Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of alleged abuse, neglect, and exploitation incidents if more than one type of allegation is reported on a single incident report.

Table 22 - Rates of Reported Level 2 and Level 3 (Total) Incidents Involving Allegations of Abuse, Neglect, or Exploitation per 1,000 Active Consumers

This table summarizes the rates of reported Level 2 and Level 3 (total) incidents involving allegations of abuse, neglect, or exploitation per 1,000 active consumers¹. Level 2 incidents include any allegation of abuse, neglect or exploitation of a consumer by staff or other adult, including inappropriate touching or sexual behavior. Level 3 incidents include any allegation of abuse, neglect or exploitation of a consumer that involves permanent physical or psychological impairment, or arrest. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

The average rate of reported Level 2 and Level 3 incidents involving allegations of abuse, neglect, or exploitation statewide was 1.56 per 1,000 active consumers this quarter which is the same rate as last quarter. The variation in rates by area program may be more reflective of differences in reporting.

LME	Rate of Reported Level 2 and Level 3 Incidents Involving Allegations of Abuse, Neglect, or Exploitation Per 1,000 Active Consumers															
	Total Reported Allegations (Unduplicated) ²				Alleged Abuse				Alleged Neglect				Alleged Exploitation			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.21				0.21				0.00				0.00			
Albemarle	0.59				0.29				0.29				0.00			
Catawba	0.85				0.56				0.28				0.00			
Centerpoint	1.17				1.09				0.08				0.00			
Crossroads	2.92				2.06				0.69				0.51			
Cumberland	5.32				4.46				0.51				0.34			
Durham	1.64				0.98				0.49				0.16			
Eastpointe	3.34				1.11				2.23				0.00			
Five County	1.18				0.92				0.26				0.00			
Foothills	1.67				1.07				0.61				0.00			
Guilford	0.45				0.45				0.00				0.00			
Johnston	0.26				0.26				0.00				0.00			
Mecklenburg	0.74				0.60				0.09				0.06			
Neuse	4.62				2.77				1.39				0.92			
New River	1.54				1.34				0.19				0.00			
Onslow-Carteret	0.46				0.46				0.00				0.00			
OPC	0.48				0.48				0.00				0.00			
Pathways	2.69				1.79				0.72				0.18			
Piedmont	1.75				1.16				0.53				0.05			
Pitt	0.38				0.00				0.38				0.00			
Roanoke-Chowan	3.95				3.42				0.26				0.26			
Sandhills	5.33				3.02				3.02				0.32			
Smoky Mountain	1.87				1.15				0.86				0.14			
Southeastern Center	2.47				1.24				1.24				0.00			
Southeastern Regional	0.60				0.50				0.10				0.00			
Tideland	1.02				0.68				0.51				0.00			
Wake	0.45				0.25				0.13				0.06			
Western Highlands	1.66				0.76				0.76				0.14			
Wilson-Greene-Edgecombe-Nash	0.46				0.46				0.00				0.00			
All LMEs Reporting	1.56				1.04				0.52				0.08			
Minimum	0.21				0.00				0.00				0.00			
Median	1.18				0.92				0.29				0.00			
Maximum	5.33				4.46				3.02				0.92			

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

2. Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of alleged abuse, neglect, and exploitation incidents if more than one type of allegation is reported on a single incident report.

Table 23 - Numbers of Level 2 Incidents Involving Reported Allegations of Abuse, Neglect or Exploitation of Consumers

This table summarizes the numbers of Level 2 incidents involving reported allegations of abuse, neglect, or exploitation of consumers. Level 2 incidents include any allegation of abuse, neglect or exploitation of a consumer by staff or other adult, including inappropriate touching or sexual behavior.

Allegations of abuse represent nearly two-thirds (66.1%) of the reported Level 2 incidents involving allegations of abuse, neglect, or exploitation this quarter. Allegations of neglect represent one-third (33.2%) of the reported Level 2 incidents. Allegations of exploitation represent 5.4% of the reported Level 2 incidents.

LME	Level 2 Incidents Involving Reported Allegations of Abuse, Neglect, or Exploitation															
	Total Reported Allegations (Unduplicated)*				Alleged Abuse				Alleged Neglect				Alleged Exploitation			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	2				2				0				0			
Albemarle	2				1				1				0			
Catawba	3				2				1				0			
Centerpoint	15				14				1				0			
Crossroads	17				12				4				3			
Cumberland	31				26				3				2			
Durham	10				6				3				1			
Eastpointe	27				9				18				0			
Five County	9				7				2				0			
Foothills	11				7				4				0			
Guilford	5				5				0				0			
Johnston	1				1				0				0			
Mecklenburg	25				20				3				2			
Neuse	10				6				3				2			
New River	8				7				1				0			
Onslow-Carteret	2				2				0				0			
OPC	3				3				0				0			
Pathways	29				19				8				2			
Piedmont	33				22				10				1			
Pitt	2				0				2				0			
Roanoke-Chowan	15				13				1				1			
Sandhills	67				38				38				4			
Smoky Mountain	13				8				6				1			
Southeastern Center	16				8				8				0			
Southeastern Regional	6				5				1				0			
Tideland	6				4				3				0			
Wake	7				4				2				1			
Western Highlands	24				11				11				2			
Wilson-Greene-Edgecombe-Nash	5				5				0				0			
All LMEs Reporting	404				267				134				22			
Percent of Total	100.0%				66.1%				33.2%				5.4%			

* Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of alleged abuse, neglect, and exploitation incidents if more than one type of allegation is reported on a single incident report.

Table 24 - Rates of Reported Level 2 Incidents Involving Allegations of Abuse, Neglect, or Exploitation per 1,000 Active Consumers

This table summarizes the rates of reported Level 2 incidents involving allegations of abuse, neglect, or exploitation per 1,000 active consumers¹. Level 2 incidents include any allegation of abuse, neglect or exploitation of a consumer by staff or other adult, including inappropriate touching or sexual behavior. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

The average rate of reported Level 2 incidents involving allegations of abuse, neglect, or exploitation statewide was 1.55 per 1,000 active caseload this quarter. This is the same rate as last quarter. The variation in rates by area program may be more reflective of differences in reporting.

	Rate of Reported Level 2 Incidents Involving Allegations of Abuse, Neglect, or Exploitation Per 1,000 Active Consumers															
LME	Total Reported Allegations (Unduplicated) ²				Alleged Abuse				Alleged Neglect				Alleged Exploitation			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.21				0.21				0.00				0.00			
Albemarle	0.59				0.29				0.29				0.00			
Catawba	0.85				0.56				0.28				0.00			
Centerpoint	1.17				1.09				0.08				0.00			
Crossroads	2.92				2.06				0.69				0.51			
Cumberland	5.32				4.46				0.51				0.34			
Durham	1.64				0.98				0.49				0.16			
Eastpointe	3.34				1.11				2.23				0.00			
Five County	1.18				0.92				0.26				0.00			
Foothills	1.67				1.07				0.61				0.00			
Guilford	0.45				0.45				0.00				0.00			
Johnston	0.26				0.26				0.00				0.00			
Mecklenburg	0.74				0.60				0.09				0.06			
Neuse	4.62				2.77				1.39				0.92			
New River	1.54				1.34				0.19				0.00			
Onslow-Carteret	0.31				0.31				0.00				0.00			
OPC	0.48				0.48				0.00				0.00			
Pathways	2.60				1.70				0.72				0.18			
Piedmont	1.75				1.16				0.53				0.05			
Pitt	0.38				0.00				0.38				0.00			
Roanoke-Chowan	3.95				3.42				0.26				0.26			
Sandhills	5.33				3.02				3.02				0.32			
Smoky Mountain	1.87				1.15				0.86				0.14			
Southeastern Center	2.47				1.24				1.24				0.00			
Southeastern Regional	0.60				0.50				0.10				0.00			
Tideland	1.02				0.68				0.51				0.00			
Wake	0.45				0.25				0.13				0.06			
Western Highlands	1.66				0.76				0.76				0.14			
Wilson-Greene-Edgecombe-Nash	0.46				0.46				0.00				0.00			
All LMEs Reporting	1.55				1.03				0.52				0.08			
Minimum	0.21				0.00				0.00				0.00			
Median	1.18				0.92				0.29				0.00			
Maximum	5.33				4.46				3.02				0.92			

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

2. Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of alleged abuse, neglect, and exploitation incidents if more than one type of allegation is reported on a single incident report.

Table 25 - Numbers of Level 3 Incidents Involving Reported Allegations of Abuse, Neglect or Exploitation of Consumers

This table summarizes the numbers of Level 3 incidents involving reported allegations of abuse, neglect, or exploitation of consumers. Level 3 incidents include any allegation of abuse, neglect or exploitation of a consumer that involves permanent physical or psychological impairment, or arrest.

There were two Level 3 incidents reported this quarter involving allegations of abuse.

LME	Level 3 Incidents Involving Reported Allegations of Abuse, Neglect, or Exploitation															
	Total Reported Allegations (Unduplicated)*				Alleged Abuse				Alleged Neglect				Alleged Exploitation			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0				0				0				0			
Albemarle	0				0				0				0			
Catawba	0				0				0				0			
Centerpoint	0				0				0				0			
Crossroads	0				0				0				0			
Cumberland	0				0				0				0			
Durham	0				0				0				0			
Eastpointe	0				0				0				0			
Five County	0				0				0				0			
Foothills	0				0				0				0			
Guilford	0				0				0				0			
Johnston	0				0				0				0			
Mecklenburg	0				0				0				0			
Neuse	0				0				0				0			
New River	0				0				0				0			
Onslow	1				1				0				0			
OPC	0				0				0				0			
Pathways	1				1				0				0			
Piedmont	0				0				0				0			
Pitt	0				0				0				0			
Roanoke-Chowan	0				0				0				0			
Sandhills	0				0				0				0			
Smoky Mountain	0				0				0				0			
Southeastern Center	0				0				0				0			
Southeastern Regional	0				0				0				0			
Tideland	0				0				0				0			
Wake	0				0				0				0			
Western Highlands	0				0				0				0			
Wilson-Greene-Edgecombe-Nash	0				0				0				0			
All LMEs Reporting	2				2				0				0			
Percent of Total	100.0%				100.0%				0.0%				0.0%			

* Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of alleged abuse, neglect, and exploitation incidents if more than one type of allegation is reported on a single incident report.

Table 26 - Rates of Reported Level 3 Incidents Involving Allegations of Abuse, Neglect, or Exploitation per 1,000 Active Consumers

This table summarizes the rates of reported Level 3 incidents involving allegations of abuse, neglect, or exploitation per 1,000 active consumers¹. Level 3 incidents include any allegation of abuse, neglect or exploitation of a consumer that involves permanent physical or psychological impairment, or arrest. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

There were two Level 3 incidents involving allegations of abuse this quarter for an overall rate of 0.01 incident per 1,000 active consumers.

LME	Rate of Reported Level 3 Incidents Involving Allegations of Abuse, Neglect, or Exploitation Per 1,000 Active Consumers															
	Total Reported Allegations (Unduplicated) ²				Alleged Abuse				Alleged Neglect				Alleged Exploitation			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.00				0.00				0.00				0.00			
Albemarle	0.00				0.00				0.00				0.00			
Catawba	0.00				0.00				0.00				0.00			
Centerpoint	0.00				0.00				0.00				0.00			
Crossroads	0.00				0.00				0.00				0.00			
Cumberland	0.00				0.00				0.00				0.00			
Durham	0.00				0.00				0.00				0.00			
Eastpointe	0.00				0.00				0.00				0.00			
Five County	0.00				0.00				0.00				0.00			
Foothills	0.00				0.00				0.00				0.00			
Guilford	0.00				0.00				0.00				0.00			
Johnston	0.00				0.00				0.00				0.00			
Mecklenburg	0.00				0.00				0.00				0.00			
Neuse	0.00				0.00				0.00				0.00			
New River	0.00				0.00				0.00				0.00			
Onslow	0.15				0.15				0.00				0.00			
OPC	0.00				0.00				0.00				0.00			
Pathways	0.09				0.09				0.00				0.00			
Piedmont	0.00				0.00				0.00				0.00			
Pitt	0.00				0.00				0.00				0.00			
Roanoke-Chowan	0.00				0.00				0.00				0.00			
Sandhills	0.00				0.00				0.00				0.00			
Smoky Mountain	0.00				0.00				0.00				0.00			
Southeastern Center	0.00				0.00				0.00				0.00			
Southeastern Regional	0.00				0.00				0.00				0.00			
Tideland	0.00				0.00				0.00				0.00			
Wake	0.00				0.00				0.00				0.00			
Western Highlands	0.00				0.00				0.00				0.00			
Wilson-Greene-Edgecombe-Nash	0.00				0.00				0.00				0.00			
All LMEs Reporting	0.01				0.01				0.00				0.00			
Minimum	0.00				0.00				0.00				0.00			
Median	0.00				0.00				0.00				0.00			
Maximum	0.15				0.15				0.00				0.00			

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

2. Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of alleged abuse, neglect, and exploitation incidents if more than one type of allegation is reported on a single incident report.

Table 27 - Total Numbers of Reported Level 2 and Level 3 Incidents Involving Medication Errors

This table summarizes the total numbers of reported Level 2 and Level 3 incidents involving medication errors. Level 2 incidents include any medication error that threatens the consumer's health or safety (as determined by the physician or pharmacist notified of the error). Level 3 incidents include any medication error that results in permanent physical or psychological impairment.

The total number of medication errors reported this quarter decreased by 21% from the prior quarter. More than two-thirds (69.6%) of the total Level 2 and Level 3 incidents involving medication errors that were reported this quarter were due to a missed dose (includes refusals).

LME	Total Reported Level 2 and Level 3 Incidents Involving Medication Errors																			
	Total Medication Errors Reported				Wrong Dosage Administered				Wrong Medication Administered				Wrong Time of Administration				Missed Dose (Includes Refusals)			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	5				1				2				0				2			
Albemarle	3				1				0				0				2			
Catawba	3				1				0				0				2			
Centerpoint	0				0				0				0				0			
Crossroads	2				1				0				0				1			
Cumberland	16				0				0				0				16			
Durham	0				0				0				0				0			
Eastpointe	0				0				0				0				0			
Five County	1				0				0				0				1			
Foothills	0				0				0				0				0			
Guilford	1				1				0				0				0			
Johnston	0				0				0				0				0			
Mecklenburg	23				2				1				2				18			
Neuse	0				0				0				0				0			
New River	5				1				0				3				1			
Onslow-Carteret	1				0				0				0				1			
OPC	0				0				0				0				0			
Pathways	5				1				0				1				3			
Piedmont	11				2				1				0				8			
Pitt	0				0				0				0				0			
Roanoke-Chowan	0				0				0				0				0			
Sandhills	7				2				1				0				4			
Smoky Mountain	0				0				0				0				0			
Southeastern Center	24				6				0				4				14			
Southeastern Regional	2				0				0				0				2			
Tideland	0				0				0				0				0			
Wake	0				0				0				0				0			
Western Highlands	4				1				0				0				3			
Wilson-Greene-Edgecombe-Nash	2				0				0				0				2			
All LMEs Reporting	115				20				5				10				80			
Percent of Total	100.0%				17.4%				4.3%				8.7%				69.6%			

Table 28 - Rate of Total Reported Level 2 and Level 3 Incidents Involving Medication Errors Per 1,000 Active Consumers

This table summarizes the rate of total reported Level 2 and Level 3 incidents involving medication errors per 1,000 active consumers¹. Level 2 incidents include any medication error that threatens the consumer's health or safety (as determined by the physician or pharmacist notified of the error). Level 3 incidents include any medication error that results in permanent physical or psychological impairment. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Based on the reported data, statewide there were 0.44 total Level 2 and Level 3 incidents involving medication errors per 1,000 active consumers this quarter. This is lower than the prior quarter's 0.53 rate. The variation in rates among area programs is likely due to variation in reporting.

LME	Rate of Total Reported Level 2 and Level 3 Incidents Involving Medication Errors Per 1,000 Active Consumers																			
	Total Medication Errors Reported				Wrong Dosage Administered				Wrong Medication Administered				Wrong Time of Administration				Missed Dose (Includes Refusals)			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.54				0.11				0.21				0.00				0.21			
Albemarle	0.88				0.29				0.00				0.00				0.59			
Catawba	0.85				0.28				0.00				0.00				0.56			
Centerpoint	0.00				0.00				0.00				0.00				0.00			
Crossroads	0.34				0.17				0.00				0.00				0.17			
Cumberland	2.74				0.00				0.00				0.00				2.74			
Durham	0.00				0.00				0.00				0.00				0.00			
Eastpointe	0.00				0.00				0.00				0.00				0.00			
Five County	0.13				0.00				0.00				0.00				0.13			
Foothills	0.00				0.00				0.00				0.00				0.00			
Guilford	0.09				0.09				0.00				0.00				0.00			
Johnston	0.00				0.00				0.00				0.00				0.00			
Mecklenburg	0.68				0.06				0.03				0.06				0.54			
Neuse	0.00				0.00				0.00				0.00				0.00			
New River	0.96				0.19				0.00				0.58				0.19			
Onslow-Carteret	0.15				0.00				0.00				0.00				0.15			
OPC	0.00				0.00				0.00				0.00				0.00			
Pathways	0.45				0.09				0.00				0.09				0.27			
Piedmont	0.58				0.11				0.05				0.00				0.42			
Pitt	0.00				0.00				0.00				0.00				0.00			
Roanoke-Chowan	0.00				0.00				0.00				0.00				0.00			
Sandhills	0.56				0.16				0.08				0.00				0.32			
Smoky Mountain	0.00				0.00				0.00				0.00				0.00			
Southeastern Center	3.71				0.93				0.00				0.62				2.16			
Southeastern Regional	0.20				0.00				0.00				0.00				0.20			
Tideland	0.00				0.00				0.00				0.00				0.00			
Wake	0.00				0.00				0.00				0.00				0.00			
Western Highlands	0.28				0.07				0.00				0.00				0.21			
Wilson-Greene-Edgecombe-Nash	0.18				0.00				0.00				0.00				0.18			
All LMEs Reporting	0.44				0.08				0.02				0.04				0.31			
Minimum	0.00				0.00				0.00				0.00				0.00			
Median	0.15				0.00				0.00				0.00				0.15			
Maximum	3.71				0.93				0.21				0.62				2.74			

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Table 29 - Numbers of Reported Level 2 Incidents Involving Medication Errors

This table summarizes the numbers of reported Level 2 incidents involving medication errors. Level 2 incidents include any medication error that threatens the consumer's health or safety (as determined by the physician or pharmacist notified of the error).

More than two-thirds (69.6%) of the Level 2 incidents involving medication errors reported this quarter were due to a missed dose (includes refusals).

LME	Reported Level 2 Incidents Involving Medication Errors																			
	Total Medication Errors Reported				Wrong Dosage Administered				Wrong Medication Administered				Wrong Time of Administration				Missed Dose (Includes Refusals)			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	5				1				2				0				2			
Albemarle	3				1				0				0				2			
Catawba	3				1				0				0				2			
Centerpoint	0				0				0				0				0			
Crossroads	2				1				0				0				1			
Cumberland	16				0				0				0				16			
Durham	0				0				0				0				0			
Eastpointe	0				0				0				0				0			
Five County	1				0				0				0				1			
Foothills	0				0				0				0				0			
Guilford	1				1				0				0				0			
Johnston	0				0				0				0				0			
Mecklenburg	23				2				1				2				18			
Neuse	0				0				0				0				0			
New River	5				1				0				3				1			
Onslow-Carteret	1				0				0				0				1			
OPC	0				0				0				0				0			
Pathways	5				1				0				1				3			
Piedmont	11				2				1				0				8			
Pitt	0				0				0				0				0			
Roanoke-Chowan	0				0				0				0				0			
Sandhills	7				2				1				0				4			
Smoky Mountain	0				0				0				0				0			
Southeastern Center	24				6				0				4				14			
Southeastern Regional	2				0				0				0				2			
Tideland	0				0				0				0				0			
Wake	0				0				0				0				0			
Western Highlands	4				1				0				0				3			
Wilson-Greene-Edgecombe-Nash	2				0				0				0				2			
All LMEs Reporting	115				20				5				10				80			
Percent of Total	100.0%				17.4%				4.3%				8.7%				69.6%			

Table 30 - Rate of Reported Level 2 Incidents Involving Medication Errors Per 1,000 Active Consumers

This table summarizes the rate of reported Level 2 incidents involving medication errors per 1,000 active consumers¹. Level 2 incidents include any medication error that threatens the consumer's health or safety (as determined by the physician or pharmacist notified of the error). Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Based on the reported data, statewide there were 0.44 Level 2 incidents involving medication errors per 1,000 active consumers this quarter. The variation in rates among area programs is likely due to variation in reporting.

LME	Rate of Reported Level 2 Incidents Involving Medication Errors Per 1,000 Active Consumers																			
	Total Medication Errors Reported				Wrong Dosage Administered				Wrong Medication Administered				Wrong Time of Administration				Missed Dose (Includes Refusals)			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.54				0.11				0.21				0.00				0.21			
Albemarle	0.88				0.29				0.00				0.00				0.59			
Catawba	0.85				0.28				0.00				0.00				0.56			
Centerpoint	0.00				0.00				0.00				0.00				0.00			
Crossroads	0.34				0.17				0.00				0.00				0.17			
Cumberland	2.74				0.00				0.00				0.00				2.74			
Durham	0.00				0.00				0.00				0.00				0.00			
Eastpointe	0.00				0.00				0.00				0.00				0.00			
Five County	0.13				0.00				0.00				0.00				0.13			
Foothills	0.00				0.00				0.00				0.00				0.00			
Guilford	0.09				0.09				0.00				0.00				0.00			
Johnston	0.00				0.00				0.00				0.00				0.00			
Mecklenburg	0.68				0.06				0.03				0.06				0.54			
Neuse	0.00				0.00				0.00				0.00				0.00			
New River	0.96				0.19				0.00				0.58				0.19			
Onslow-Carteret	0.15				0.00				0.00				0.00				0.15			
OPC	0.00				0.00				0.00				0.00				0.00			
Pathways	0.45				0.09				0.00				0.09				0.27			
Piedmont	0.58				0.11				0.05				0.00				0.42			
Pitt	0.00				0.00				0.00				0.00				0.00			
Roanoke-Chowan	0.00				0.00				0.00				0.00				0.00			
Sandhills	0.56				0.16				0.08				0.00				0.32			
Smoky Mountain	0.00				0.00				0.00				0.00				0.00			
Southeastern Center	3.71				0.93				0.00				0.62				2.16			
Southeastern Regional	0.20				0.00				0.00				0.00				0.20			
Tideland	0.00				0.00				0.00				0.00				0.00			
Wake	0.00				0.00				0.00				0.00				0.00			
Western Highlands	0.28				0.07				0.00				0.00				0.21			
Wilson-Greene-Edgecombe-Nash	0.18				0.00				0.00				0.00				0.18			
All LMEs Reporting	0.44				0.08				0.02				0.04				0.31			
Minimum	0.00				0.00				0.00				0.00				0.00			
Median	0.15				0.00				0.00				0.00				0.15			
Maximum	3.71				0.93				0.21				0.62				2.74			

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Table 31 - Numbers of Reported Level 3 Incidents Involving Medication Errors

This table summarizes the numbers of reported Level 3 incidents involving medication errors. Level 3 incidents include any medication error that results in permanent physical or psychological impairment.

There were no Level 3 incidents involving medication errors reported this quarter.

LME	Reported Level 3 Incidents Involving Medication Errors																			
	Total Medication Errors Reported				Wrong Dosage Administered				Wrong Medication Administered				Wrong Time of Administration				Missed Dose (Includes Refusals)			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0				0				0				0				0			
Albemarle	0				0				0				0				0			
Catawba	0				0				0				0				0			
Centerpoint	0				0				0				0				0			
Crossroads	0				0				0				0				0			
Cumberland	0				0				0				0				0			
Durham	0				0				0				0				0			
Eastpointe	0				0				0				0				0			
Five County	0				0				0				0				0			
Foothills	0				0				0				0				0			
Guilford	0				0				0				0				0			
Johnston	0				0				0				0				0			
Mecklenburg	0				0				0				0				0			
Neuse	0				0				0				0				0			
New River	0				0				0				0				0			
Onslow-Carteret	0				0				0				0				0			
OPC	0				0				0				0				0			
Pathways	0				0				0				0				0			
Piedmont	0				0				0				0				0			
Pitt	0				0				0				0				0			
Roanoke-Chowan	0				0				0				0				0			
Sandhills	0				0				0				0				0			
Smoky Mountain	0				0				0				0				0			
Southeastern Center	0				0				0				0				0			
Southeastern Regional	0				0				0				0				0			
Tideland	0				0				0				0				0			
Wake	0				0				0				0				0			
Western Highlands	0				0				0				0				0			
Wilson-Greene-Edgecombe-Nash	0				0				0				0				0			
All LMEs Reporting	0				0				0				0				0			
Percent of Total	0.0%				0.0%				0.0%				0.0%				0.0%			

Table 32 - Rate of Reported Level 3 Incidents Involving Medication Errors Per 1,000 Active Consumers

This table summarizes the rate of reported Level 3 incidents involving medication errors per 1,000 active consumers¹. Level 3 incidents include any medication error that results in permanent physical or psychological impairment. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

There were no Level 3 incidents involving medication errors reported this quarter.

LME	Rate of Reported Level 3 Incidents Involving Medication Errors Per 1,000 Active Consumers																			
	Total Medication Errors Reported				Wrong Dosage Administered				Wrong Medication Administered				Wrong Time of Administration				Missed Dose (Includes Refusals)			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.00				0.00				0.00				0.00				0.00			
Albemarle	0.00				0.00				0.00				0.00				0.00			
Catawba	0.00				0.00				0.00				0.00				0.00			
Centerpoint	0.00				0.00				0.00				0.00				0.00			
Crossroads	0.00				0.00				0.00				0.00				0.00			
Cumberland	0.00				0.00				0.00				0.00				0.00			
Durham	0.00				0.00				0.00				0.00				0.00			
Eastpointe	0.00				0.00				0.00				0.00				0.00			
Five County	0.00				0.00				0.00				0.00				0.00			
Foothills	0.00				0.00				0.00				0.00				0.00			
Guilford	0.00				0.00				0.00				0.00				0.00			
Johnston	0.00				0.00				0.00				0.00				0.00			
Mecklenburg	0.00				0.00				0.00				0.00				0.00			
Neuse	0.00				0.00				0.00				0.00				0.00			
New River	0.00				0.00				0.00				0.00				0.00			
Onslow-Carteret	0.00				0.00				0.00				0.00				0.00			
OPC	0.00				0.00				0.00				0.00				0.00			
Pathways	0.00				0.00				0.00				0.00				0.00			
Piedmont	0.00				0.00				0.00				0.00				0.00			
Pitt	0.00				0.00				0.00				0.00				0.00			
Roanoke-Chowan	0.00				0.00				0.00				0.00				0.00			
Sandhills	0.00				0.00				0.00				0.00				0.00			
Smoky Mountain	0.00				0.00				0.00				0.00				0.00			
Southeastern Center	0.00				0.00				0.00				0.00				0.00			
Southeastern Regional	0.00				0.00				0.00				0.00				0.00			
Tideland	0.00				0.00				0.00				0.00				0.00			
Wake	0.00				0.00				0.00				0.00				0.00			
Western Highlands	0.00				0.00				0.00				0.00				0.00			
Wilson-Greene-Edgecombe-Nash	0.00				0.00				0.00				0.00				0.00			
All LMEs Reporting	0.000				0.000				0.000				0.000				0.000			
Minimum	0.00				0.00				0.00				0.00				0.00			
Median	0.00				0.00				0.00				0.00				0.00			
Maximum	0.00				0.00				0.00				0.00				0.00			

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Table 33 - Total Numbers of Reported Level 2 and Level 3 Incidents Involving Consumer Behavior

This table summarizes the total numbers of reported Level 2 and Level 3 incidents involving consumer behavior. Level 2 incidents include any suicide attempt, and any sexual behavior, illegal act, or aggressive/destructive act that involves a report to law enforcement, a complaint to an oversight agency, or a potentially serious threat to the health or safety of self or others. Level 3 incidents include any suicide attempt that results in permanent physical or psychological impairment; any sexual behavior that results in death, permanent physical or psychological impairment, arrest of the consumer, or public scrutiny (as determined by the host LME); and any illegal act or aggressive/destructive act reported to law enforcement or an oversight agency that results in death, permanent physical or psychological impairment, or public scrutiny (as determined by the host LME).

Two-thirds (66.7%) of the total Level 2 and Level 3 incidents involving consumer behavior that were reported this quarter involved "other behavior", and slightly more than one-fifth (23.3%) involved "illegal acts by the consumer". Inappropriate or illegal sexual behavior accounted for 5.5% of the reported incidents, and suicide attempts accounted for 4.5% of the reported incidents this quarter.

	Total Numbers of Level 2 and Level 3 Incidents Involving Consumer Behavior																			
LME	Total Incidents Involving Consumer Behavior				Suicide Attempt				Inappropriate or Illegal Sexual Behavior				Illegal Acts By Consumer				Other Consumer Behavior			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	8				0				0				1				7			
Albemarle	0				0				0				0				0			
Catawba	2				1				0				0				1			
Centerpoint	19				3				1				5				10			
Crossroads	18				0				1				8				9			
Cumberland	75				1				1				69				4			
Durham	19				2				2				0				15			
Eastpointe	17				3				1				1				12			
Five County	27				6				5				2				14			
Foothills	3				0				2				0				1			
Guilford	24				1				1				3				19			
Johnston	4				0				0				0				4			
Mecklenburg	153				0				9				13				131			
Neuse	8				0				0				0				8			
New River	10				1				0				3				6			
Onslow-Carteret	12				1				0				0				11			
OPC	11				2				0				4				5			
Pathways	77				2				11				21				43			
Piedmont	36				2				0				5				29			
Pitt	11				0				1				4				6			
Roanoke-Chowan	2				0				0				2				0			
Sandhills	37				1				2				8				26			
Smoky Mountain	14				0				1				6				7			
Southeastern Center	74				5				2				15				52			
Southeastern Regional	32				0				0				12				20			
Tideland	7				0				0				1				6			
Wake	22				6				2				6				8			
Western Highlands	53				2				3				3				45			
Wilson-Greene-Edgecombe-Nash	85				0				2				8				75			
All LMEs Reporting	860				39				47				200				574			
Percent of Total	100.0%				4.5%				5.5%				23.3%				66.7%			

Table 34 - Rate of Total Reported Level 2 and Level 3 Incidents Involving Consumer Behavior Per 1,000 Active Consumers

This table summarizes the rate of total reported Level 2 and Level 3 incidents involving consumer behavior per 1,000 active consumers¹. Level 2 incidents include any suicide attempt, and any sexual behavior, illegal act, or aggressive/destructive act that involves a report to law enforcement, a complaint to an oversight agency, or a potentially serious threat to the health or safety of self or others. Level 3 incidents include any suicide attempt that results in permanent physical or psychological impairment; any sexual behavior that results in death, permanent physical or psychological impairment, arrest of the consumer, or public scrutiny (as determined by the host LME); and any illegal act or aggressive/destructive act reported to law enforcement or an oversight agency that results in death, permanent physical or psychological impairment, or public scrutiny (as determined by the host LME). Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Based on the reported data, statewide there were 3.31 Level 2 and Level 3 incidents involving consumer behavior per 1,000 active consumers this quarter. This is an increase over last quarter's rate of 2.67 per 1,000 active consumers. Most of the increase occurred in the category of "Other Consumer Behavior" which tends to be incidents involving aggressive behavior. Variation among LMEs is likely due to variation in reporting by providers.

LME	Rate of Total Level 2 and Level 3 Incidents Involving Consumer Behavior Per 1,000 Active Consumers																			
	Total Incidents Involving Consumer Behavior				Suicide Attempt				Inappropriate or Illegal Sexual Behavior				Illegal Acts By Consumer				Other Consumer Behavior			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.86				0.00				0.00				0.11				0.75			
Albemarle	0.00				0.00				0.00				0.00				0.00			
Catawba	0.56				0.28				0.00				0.00				0.28			
Centerpoint	1.48				0.23				0.08				0.39				0.78			
Crossroads	3.09				0.00				0.17				1.37				1.54			
Cumberland	12.86				0.17				0.17				11.83				0.69			
Durham	3.11				0.33				0.33				0.00				2.45			
Eastpointe	2.11				0.37				0.12				0.12				1.49			
Five County	3.54				0.79				0.66				0.26				1.84			
Foothills	0.46				0.00				0.30				0.00				0.15			
Guilford	2.17				0.09				0.09				0.27				1.72			
Johnston	1.04				0.00				0.00				0.00				1.04			
Mecklenburg	4.55				0.00				0.27				0.39				3.90			
Neuse	3.70				0.00				0.00				0.00				3.70			
New River	1.92				0.19				0.00				0.58				1.15			
Onslow-Carteret	1.85				0.15				0.00				0.00				1.70			
OPC	1.74				0.32				0.00				0.63				0.79			
Pathways	6.91				0.18				0.99				1.88				3.86			
Piedmont	1.90				0.11				0.00				0.26				1.53			
Pitt	2.10				0.00				0.19				0.76				1.14			
Roanoke-Chowan	0.53				0.00				0.00				0.53				0.00			
Sandhills	2.94				0.08				0.16				0.64				2.07			
Smoky Mountain	2.01				0.00				0.14				0.86				1.01			
Southeastern Center	11.43				0.77				0.31				2.32				8.03			
Southeastern Regional	3.21				0.00				0.00				1.20				2.00			
Tideland	1.18				0.00				0.00				0.17				1.02			
Wake	1.40				0.38				0.13				0.38				0.51			
Western Highlands	3.67				0.14				0.21				0.21				3.12			
Wilson-Greene-Edgecombe-Nash	7.84				0.00				0.18				0.74				6.91			
All LMEs Reporting	3.31				0.15				0.18				0.77				2.21			
Minimum	0.00				0.00				0.00				0.00				0.00			
Median	2.10				0.09				0.12				0.38				1.49			
Maximum	12.86				0.79				0.99				11.83				8.03			

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Table 35 - Numbers of Reported Level 2 Incidents Involving Consumer Behavior

This table summarizes the numbers of reported Level 2 incidents involving consumer behavior. Level 2 incidents include any suicide attempt, and any sexual behavior, illegal act, or aggressive/destructive act that involves a report to law enforcement, a complaint to an oversight agency, or a potentially serious threat to the health or safety of self or others.

Two-thirds (67.0%) of the Level 2 incidents involving consumer behavior involved "other behavior" and slightly more than one-fifth (23.2%) of the Level 2 incidents involved "illegal acts by consumers". Inappropriate or illegal sexual behavior accounted for 5.4% of the reported incidents, and suicide attempts accounted for 4.4% of the reported incidents this quarter.

LME	Numbers of Level 2 Incidents Involving Consumer Behavior																			
	Total Incidents Involving Consumer Behavior				Suicide Attempt				Inappropriate or Illegal Sexual Behavior				Illegal Acts By Consumer				Other Consumer Behavior			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	8				0				0				1				7			
Albemarle	0				0				0				0				0			
Catawba	2				1				0				0				1			
Centerpoint	19				3				1				5				10			
Crossroads	18				0				1				8				9			
Cumberland	75				1				1				69				4			
Durham	19				2				2				0				15			
Eastpointe	17				3				1				1				12			
Five County	26				6				4				2				14			
Foothills	3				0				2				0				1			
Guilford	24		1		1				1				3				19			
Johnston	4				0				0				0				4			
Mecklenburg	153				0				9				13				131			
Neuse	8				0				0				0				8			
New River	10				1				0				3				6			
Onslow-Carteret	12				1				0				0				11			
OPC	11				2				0				4				5			
Pathways	77				2				11				21				43			
Piedmont	36				2				0				5				29			
Pitt	11				0				1				4				6			
Roanoke-Chowan	0				0				0				0				0			
Sandhills	37				1				2				8				26			
Smoky Mountain	14				0				1				6				7			
Southeastern Center	72				4				2				15				51			
Southeastern Regional	32				0				0				12				20			
Tideland	7				0				0				1				6			
Wake	22				6				2				6				8			
Western Highlands	53				2				3				3				45			
Wilson-Greene-Edgecombe-Nash	85				0				2				8				75			
All LMEs Reporting	855				38				46				198				573			
Percent of Total	100.0%				4.4%				5.4%				23.2%				67.0%			

Table 36 - Rate of Reported Level 2 Incidents Involving Consumer Behavior Per 1,000 Active Consumers

This table summarizes the rate of reported Level 2 incidents involving consumer behavior per 1,000 active consumers¹. Level 2 incidents include any suicide attempt, and any sexual behavior, illegal act, or aggressive/destructive act that involves a report to law enforcement, a complaint to an oversight agency, or a potentially serious threat to the health or safety of self or others. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Statewide, there were 3.29 Level 2 incidents per 1,000 active consumers reported this quarter involving consumer behavior. This is an increase over last quarter's rate of 2.66 Level 2 incidents per 1,000 active consumers. Most of this increase occurred in the category of "Other Consumer Behavior" which tends to be incidents involving aggressive behavior. Variation among LMEs is likely due to variation in reporting by providers.

LME	Rate of Level 2 Incidents Involving Consumer Behavior Per 1,000 Active Consumers																			
	Total Incidents Involving Consumer Behavior				Suicide Attempt				Inappropriate or Illegal Sexual Behavior				Illegal Acts By Consumer				Other Consumer Behavior			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.86				0.00				0.00				0.11				0.75			
Albemarle	0.00				0.00				0.00				0.00				0.00			
Catawba	0.56				0.28				0.00				0.00				0.28			
Centerpoint	1.48				0.23				0.08				0.39				0.78			
Crossroads	3.09				0.00				0.17				1.37				1.54			
Cumberland	12.86				0.17				0.17				11.83				0.69			
Durham	3.11				0.33				0.33				0.00				2.45			
Eastpointe	2.11				0.37				0.12				0.12				1.49			
Five County	3.41				0.79				0.53				0.26				1.84			
Foothills	0.46				0.00				0.30				0.00				0.15			
Guilford	2.17				0.09				0.09				0.27				1.72			
Johnston	1.04				0.00				0.00				0.00				1.04			
Mecklenburg	4.55				0.00				0.27				0.39				3.90			
Neuse	3.70				0.00				0.00				0.00				3.70			
New River	1.92				0.19				0.00				0.58				1.15			
Onslow-Carteret	1.85				0.15				0.00				0.00				1.70			
OPC	1.74				0.32				0.00				0.63				0.79			
Pathways	6.91				0.18				0.99				1.88				3.86			
Piedmont	1.90				0.11				0.00				0.26				1.53			
Pitt	2.10				0.00				0.19				0.76				1.14			
Roanoke-Chowan	0.00				0.00				0.00				0.00				0.00			
Sandhills	2.94				0.08				0.16				0.64				2.07			
Smoky Mountain	2.01				0.00				0.14				0.86				1.01			
Southeastern Center	11.12				0.62				0.31				2.32				7.88			
Southeastern Regional	3.21				0.00				0.00				1.20				2.00			
Tideland	1.18				0.00				0.00				0.17				1.02			
Wake	1.40				0.38				0.13				0.38				0.51			
Western Highlands	3.67				0.14				0.21				0.21				3.12			
Wilson-Greene-Edgecombe-Nash	7.84				0.00				0.18				0.74				6.91			
All LMEs Reporting	3.29				0.15				0.18				0.76				2.21			
Minimum	0.00				0.00				0.00				0.00				0.00			
Median	2.10				0.09				0.12				0.27				1.49			
Maximum	12.86				0.79				0.99				11.83				7.88			

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Table 37 - Numbers of Reported Level 3 Incidents Involving Consumer Behavior

This table summarizes the numbers of reported Level 3 incidents involving consumer behavior. Level 3 incidents include any suicide attempt that results in permanent physical or psychological impairment; any sexual behavior that results in death, permanent physical or psychological impairment, arrest of the consumer, or public scrutiny (as determined by the host LME); and any illegal act or aggressive/destructive act reported to law enforcement or an oversight agency that results in death, permanent physical or psychological impairment, or public scrutiny (as determined by the host LME).

Statewide, there were five (5) Level 3 incidents involving consumer behavior that were reported this quarter.

LME	Numbers of Level 3 Incidents Involving Consumer Behavior																			
	Total Incidents Involving Consumer Behavior				Suicide Attempt				Inappropriate or Illegal Sexual Behavior				Illegal Acts By Consumer				Other Consumer Behavior			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0				0				0				0				0			
Albemarle	0				0				0				0				0			
Catawba	0				0				0				0				0			
Centerpoint	0				0				0				0				0			
Crossroads	0				0				0				0				0			
Cumberland	0				0				0				0				0			
Durham	0				0				0				0				0			
Eastpointe	0				0				0				0				0			
Five County	1				0				1				0				0			
Foothills	0				0				0				0				0			
Guilford	0				0				0				0				0			
Johnston	0				0				0				0				0			
Mecklenburg	0				0				0				0				0			
Neuse	0				0				0				0				0			
New River	0				0				0				0				0			
Onslow-Carteret	0				0				0				0				0			
OPC	0				0				0				0				0			
Pathways	0				0				0				0				0			
Piedmont	0				0				0				0				0			
Pitt	0				0				0				0				0			
Roanoke-Chowan	2				0				0				2				0			
Sandhills	0				0				0				0				0			
Smoky Mountain	0				0				0				0				0			
Southeastern Center	2				1				0				0				1			
Southeastern Regional	0				0				0				0				0			
Tideland	0				0				0				0				0			
Wake	0				0				0				0				0			
Western Highlands	0				0				0				0				0			
Wilson-Greene-Edgecombe-Nash	0				0				0				0				0			
All LMEs Reporting	5				1				1				2				1			
Percent of Total	100.0%				20.0%				20.0%				40.0%				20.0%			

Table 38 - Rate of Reported Level 3 Incidents Involving Consumer Behavior Per 1,000 Active Consumers

This table summarizes the rate of reported Level 3 incidents involving consumer behavior per 1,000 active consumers¹. Level 3 incidents include any suicide attempt that results in permanent physical or psychological impairment; any sexual behavior that results in death, permanent physical or psychological impairment, arrest of the consumer, or public scrutiny (as determined by the host LME); and any illegal act or aggressive/destructive act reported to law enforcement or an oversight agency that results in death, permanent physical or psychological impairment, or public scrutiny (as determined by the host LME). Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Statewide, there were five (5) Level 3 incidents involving consumer behavior that were reported this quarter for a rate of 0.02 Level 3 incidents per 1,000 active consumers.

LME	Rate of Level 3 Incidents Involving Consumer Behavior Per 1,000 Active Consumers																			
	Total Incidents Involving Consumer Behavior				Suicide Attempt				Inappropriate or Illegal Sexual Behavior				Illegal Acts By Consumer				Other Consumer Behavior			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.00				0.00				0.00				0.00				0.00			
Albemarle	0.00				0.00				0.00				0.00				0.00			
Catawba	0.00				0.00				0.00				0.00				0.00			
Centerpoint	0.00				0.00				0.00				0.00				0.00			
Crossroads	0.00				0.00				0.00				0.00				0.00			
Cumberland	0.00				0.00				0.00				0.00				0.00			
Durham	0.00				0.00				0.00				0.00				0.00			
Eastpointe	0.00				0.00				0.00				0.00				0.00			
Five County	0.13				0.00				0.13				0.00				0.00			
Foothills	0.00				0.00				0.00				0.00				0.00			
Guilford	0.00				0.00				0.00				0.00				0.00			
Johnston	0.00				0.00				0.00				0.00				0.00			
Mecklenburg	0.00				0.00				0.00				0.00				0.00			
Neuse	0.00				0.00				0.00				0.00				0.00			
New River	0.00				0.00				0.00				0.00				0.00			
Onslow-Carteret	0.00				0.00				0.00				0.00				0.00			
OPC	0.00				0.00				0.00				0.00				0.00			
Pathways	0.00				0.00				0.00				0.00				0.00			
Piedmont	0.00				0.00				0.00				0.00				0.00			
Pitt	0.00				0.00				0.00				0.00				0.00			
Roanoke-Chowan	0.53				0.00				0.00				0.53				0.00			
Sandhills	0.00				0.00				0.00				0.00				0.00			
Smoky Mountain	0.00				0.00				0.00				0.00				0.00			
Southeastern Center	0.31				0.15				0.00				0.00				0.15			
Southeastern Regional	0.00				0.00				0.00				0.00				0.00			
Tideland	0.00				0.00				0.00				0.00				0.00			
Wake	0.00				0.00				0.00				0.00				0.00			
Western Highlands	0.00				0.00				0.00				0.00				0.00			
Wilson-Greene-Edgecombe-Nash	0.00				0.00				0.00				0.00				0.00			
All LMEs Reporting	0.02				0.00				0.00				0.01				0.00			
Minimum	0.00				0.00				0.00				0.00				0.00			
Median	0.00				0.00				0.00				0.00				0.00			
Maximum	0.53				0.15				0.13				0.53				0.15			

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

Table 39 - Total Number of Level 2 and Level 3 "Other Incidents" Reported

This table summarizes the numbers of "other incidents" that were reported. All of the "other incidents" listed, except for fire, are Level 2 incidents. Fire may be either a Level 2 or a Level 3 incident. A fire that threatens the consumer's health or safety is a Level 2 incident. A fire that results in permanent physical or psychological impairment or public scrutiny (as determined by the host LME) is a Level 3 incident.

There was a total of 424 "other incidents" reported this quarter. This represents a 5.4% decrease from last quarter. Most of the decrease was in the category of unplanned consumer absences over 3 hours or absences reported to legal authorities. This category represents a little over four-fifths (84.2%) of "other incidents" reported this quarter.

LME	Total Number of Level 2 and Level 3 "Other Incidents" Reported																							
	Total "Other Incidents" Reported				Suspension of Consumer from Services (Level 2 only)				Expulsion of Consumer from Services (Level 2 only)				Unplanned Consumer Absence Over 3 Hours or Reported to Legal Authorities (Level 2 only)				Fire that Threatens or Impairs a Consumer's Health or Safety (Level 2)				Fire that Results In Permanent Impairment or Public Scrutiny (Level 3)			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	7				1				0				6				0				0			
Albemarle	2				0				0				2				0				0			
Catawba	1				0				0				1				0				0			
Centerpoint	16				4				0				12				0				0			
Crossroads	12				5				1				6				0				0			
Cumberland	18				0				1				17				0				0			
Durham	19				0				2				17				0				0			
Eastpointe	15				0				0				15				0				0			
Five County	10				0				0				10				0				0			
Foothills	6				0				0				6				0				0			
Guilford	31				1				3				27				0				0			
Johnston	10				1				1				8				0				0			
Mecklenburg	79				1				2				76				0				0			
Neuse	4				0				0				4				0				0			
New River	10				0				6				4				0				0			
Onslow-Carteret	1				0				0				1				0				0			
OPC	8				1				2				5				0				0			
Pathways	20				1				0				18				1				0			
Piedmont	30				4				0				25				1				0			
Pitt	11				0				0				11				0				0			
Roanoke-Chowan	0				0				0				0				0				0			
Sandhills	50				1				6				42				1				0			
Smoky Mountain	9				1				0				8				0				0			
Southeastern Center	14				1				1				11				1				0			
Southeastern Regional	8				0				0				7				1				0			
Tideland	1				1				0				0				0				0			
Wake	10				0				4				6				0				0			
Western Highlands	15				0				8				7				0				0			
Wilson-Greene-Edgecombe-Nash	7				2				0				5				0				0			
All LMEs Reporting	424				25				37				357				5				0			
Percent of Total	100.0%				5.9%				8.7%				84.2%				1.2%				0.0%			

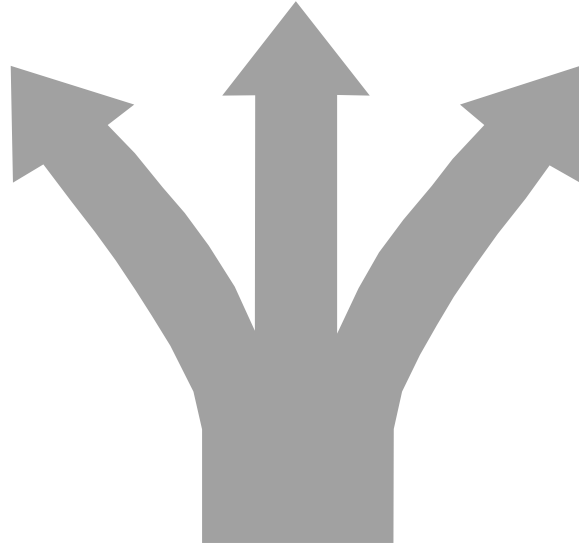
Table 40 - Rate of Level 2 and Level 3 "Other Incidents" Reported Per 1,000 Active Consumers

This table summarizes the rate of "other incidents" that were reported per 1,000 active consumers¹. All of the "other incidents" listed, except for fire, are Level 2 incidents. Fire may be either a Level 2 or a Level 3 incident. A fire that threatens the consumer's health or safety is a Level 2 incident. A fire that results in permanent physical or psychological impairment or public scrutiny (as determined by the host LME) is a Level 3 incident. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Based on the reported data, statewide there were 1.63 "other incidents" per 1,000 active consumers during this quarter. There was no significant change in the rate from last quarter. Variation among LMEs is likely due to variation in reporting by providers.

LME	Rate of Level 2 and Level 3 "Other Incidents" Reported Per 1,000 Active Consumers																							
	Total "Other Incidents" Reported				Suspension of Consumer from Services (Level 2 only)				Expulsion of Consumer from Services (Level 2 only)				Unplanned Consumer Absence Over 3 Hours or Reported to Legal Authorities (Level 2 only)				Fire that Threatens or Impairs a Consumer's Health or Safety (Level 2)				Fire that Results In Permanent Impairment or Public Scrutiny (Level 3)			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.75				0.11				0.00				0.64				0.00				0.00			
Albemarle	0.59				0.00				0.00				0.59				0.00				0.00			
Catawba	0.28				0.00				0.00				0.28				0.00				0.00			
Centerpoint	1.24				0.31				0.00				0.93				0.00				0.00			
Crossroads	2.06				0.86				0.17				1.03				0.00				0.00			
Cumberland	3.09				0.00				0.17				2.92				0.00				0.00			
Durham	3.11				0.00				0.33				2.78				0.00				0.00			
Eastpointe	1.86				0.00				0.00				1.86				0.00				0.00			
Five County	1.31				0.00				0.00				1.31				0.00				0.00			
Foothills	0.91				0.00				0.00				0.91				0.00				0.00			
Guilford	2.80				0.09				0.27				2.44				0.00				0.00			
Johnston	2.60				0.26				0.26				2.08				0.00				0.00			
Mecklenburg	2.35				0.03				0.06				2.26				0.00				0.00			
Neuse	1.85				0.00				0.00				1.85				0.00				0.00			
New River	1.92				0.00				1.15				0.77				0.00				0.00			
Onslow-Carteret	0.15				0.00				0.00				0.15				0.00				0.00			
OPC	1.27				0.16				0.32				0.79				0.00				0.00			
Pathways	1.79				0.09				0.00				1.61				0.09				0.00			
Piedmont	1.59				0.21				0.00				1.32				0.05				0.00			
Pitt	2.10				0.00				0.00				2.10				0.00				0.00			
Roanoke-Chowan	0.00				0.00				0.00				0.00				0.00				0.00			
Sandhills	3.97				0.08				0.48				3.34				0.08				0.00			
Smoky Mountain	1.29				0.14				0.00				1.15				0.00				0.00			
Southeastern Center	2.16				0.15				0.15				1.70				0.15				0.00			
Southeastern Regional	0.80				0.00				0.00				0.70				0.10				0.00			
Tideland	0.17				0.17				0.00				0.00				0.00				0.00			
Wake	0.64				0.00				0.25				0.38				0.00				0.00			
Western Highlands	1.04				0.00				0.55				0.48				0.00				0.00			
Wilson-Greene-Edgecombe-Nash	0.65				0.18				0.00				0.46				0.00				0.00			
All LMEs Reporting	1.63				0.10				0.14				1.37				0.02				0.00			
Minimum	0.00				0.00				0.00				0.00				0.00				0.00			
Median	1.31				0.00				0.00				1.03				0.00				0.00			
Maximum	3.97				0.86				1.15				3.34				0.15				0.00			

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.



Please give us feedback so we can improve these reports by making them more informative and more useful to you!

Michael Schwartz or Kathy J. McNeill
Quality Management Team
Community Policy Management Section
North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities, and Substance Abuse Services
3004 Mail Service Center
Raleigh, North Carolina 27699-3004

(919) 733-0696
Email: ContactDMHQuality@ncmail.net

The Division's Web Page --- <http://www.dhhs.state.nc.us/mhddsas/>

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